# Freedom *of* Information *and* Protection *of* Privacy Act

# ANNUAL REPORT 2009

Manitoba

MINISTER OF
CULTURE, HERITAGE AND TOURISM

Room 118
LEGISLATIVE BUILDING
WINNIPEG, MANITOBA, R3C 0V8
CANADA

The Honourable George Hickes
Speaker of the Legislative Assembly
Province of Manitoba

Mr. Speaker:

In accordance with section 83 of *The Freedom of Information and Protection of Privacy Act*, I am pleased to submit the twelfth annual report of the administration of the Act and Regulation by Manitoba government departments, government agencies and local public bodies for the period from January 1, 2009 to December 31, 2009.

Original signed by:

Honourable Flor Marcelino

***Freedom of Information and Protection of Privacy Act Annual Report 2009***

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## INTRODUCTION

The twelfth annual report of the Minister responsible for central administration of *The Freedom of Information and Protection of Privacy Act (F 175)* summarizes statistically the activities of Manitoba government departments, government agencies and local public bodies in responding to applications for access to records and protecting personal information under the *Act* during the period January 1, 2009 through December 31, 2009.

*The Freedom of Information and Protection of Privacy Act* was passed on June 27, 1997. It was proclaimed for provincial government departments and government agencies on May 4, 1998 and for the City of Winnipeg on August 31, 1998. On April 4, 2000 the Act was proclaimed for local governments, educational bodies and health care bodies.

*The Freedom of Information and Protection of Privacy Act*, like its predecessor statute *The Freedom of Information Act*, provides a qualified legal right of access to a record in the custody or under the control of public bodies. The right of access is additional to any rights of access already available under existing provincial laws.

Access to any record is subject to four mandatory and twelve discretionary exceptions to disclosure under *The Freedom of Information and Protection of Privacy Act*. If an applicant is dissatisfied with the response of a public body to an application for access, the *Act* provides for review by the Manitoba Ombudsman and, ultimately, recourse to the Court of Queen's Bench.

*The Freedom of Information and Protection of Privacy Act* provides privacy protection for personal information held by public bodies, based on internationally recognized principles of fair information practices. It imposes obligations on public bodies respecting the collection, protection, use and disclosure of personal information in their custody or under their control. The Act also provides individuals with the right to request a correction to their personal information held by provincial government departments, government agencies and local public bodies.

## GOVERNMENT DEPARTMENTS AND AGENCIES

### Requests Received

Manitoba government departments and agencies received a total of 1,267 requests for access to information during the period from January 1, 2009 to December 31, 2009. This is comparable to 2008, when 1,270 requests for access were received, and more typical of years prior to 2006. In 2006 and 2007, one individual submitted a large number of requests to the departments of Conservation and Water Stewardship. The majority of these access requests were withdrawn in 2009. The average number of requests between 2000 and 2009 was 1,347. *(Table 1)*

Political parties submitted 491 requests for access requests in 2009, 39% of the total number received, and up from 440 requests in 2008. Individuals made 458 applications (36%), down from 494 the previous year. Organizations submitted 232 requests (18%), down from 285 in 2008. Media representatives submitted 86 requests (7%), more than in the previous year (51). (*Table 3*)

Among the departments, Family Services and Consumer Affairs received the largest number of applications (163), followed by Labour and Immigration (148), Conservation (97) and Manitoba Health (90). *(Table 5)* Among government agencies, the largest number of applications was received by Manitoba Hydro which had 125, followed by Manitoba Public Insurance which had 51. *(Table 6)*

## Access Decisions

There were 1,204 requests completed in 2009. A total of 40% of applicants were granted access to all the information they wanted, similar to 2008. An additional 31% were given access to some of the information requested. In 15% of the requests, the records did not exist. Eleven percent of requests were denied access to all of the information requested in 2009. Three percent of the applicants were denied access because their requests were repetitive, incomprehensible, already provided or publicly available. *(Tables 4, 5 and 6)*

*Table 7* indicates the number of applications in which each exception to access in *The Freedom of Information and Protection of Privacy Act* was applied. Protection of personal information, a mandatory exception, continued to be the most frequent reason for denying access. It was reported to have been used in responding to 258 applications in 2009, compared to 247 in 2008. The exception for third party business interests was used in 108 applications, compared to 115 in 2008. The exception for advice to a public body was reported to have been used in responding to 90 requests in 2008, similar to 89 in 2008.

## Response Time

A total of 87% of requests received by government departments and agencies were completed within 60 days. Of this total, 68% were completed within 30 days and an additional 19% were completed within 30 – 60 days. The remaining requests were completed in more than 60 days. *(Tables 5 and 6)*

*The Freedom of Information and Protection of Privacy Act* permits a public body to extend the time for responding to a request (30 days) up to an additional 30 days in certain circumstances, including when a large number of records must be searched or when time is needed to consult with a third party or another public body before deciding on whether to grant access. The Manitoba Ombudsman may agree to an extension of more than 60 days.

## Complaints about Access Decisions

Manitoba government departments reported that the Office of the Ombudsman received 92 complaints about their responses to access requests in 2009. The departments with the largest number of access complaints were Family Services and Consumer Affairs (37), Conservation (11) and Labour and Immigration (8). Government agencies reported that 45 complaints were received by the Manitoba Ombudsman. Manitoba Hydro reported 27 complaints. *(Tables 5 and 6)*

The Manitoba Ombudsman reports annually to the Speaker of the Assembly on the performance of the duties and function of this office under *The Freedom of Information and Protection of Privacy Act*. This report is issued separately.

## Court Appeals

Family Services and Housing reported that an appeal initiated in 2007 was concluded in 2009, with the Manitoba Court of Queen's Bench upholding the department's protection of third party privacy interests. Labour and Immigration reported that an appeal filed in 2007 has been adjourned indefinitely.

## Fees

Under *The Freedom of Information and Protection of Privacy Act*, there is no fee for making an application or for the time spent by officials reviewing records to determine if any exceptions to access apply. There is also a free records search and preparation period of two hours. However, the *Access and Privacy Regulation (64/98)* does require that fees be charged for additional search and preparation time, copying, and computer programming and data processing costs. In 2009, a total of $1,406 was collected. Copying fees accounted for 40%, search and preparation fees for 32%, and computer programming fees accounted for the remainder.

Requests for general information accounted for 83% of the fees collected in 2009. *(Table 8)*

*The Freedom of Information and Protection of Privacy Act* provides that the head of a public body has the discretion to waive all or part of the fees in some situations, if requested to do so by the applicant. There were no fee waivers reported in 2009.

## Costs to Departments and Agencies

Departments and government agencies reported that responding to requests, dealing with Ombudsman's investigations and responding to appeals filed in the Court of Queen's Bench cost a total of $317,530 in 2009, up slightly from $307,591 in 2008. Responding (including search and preparation costs, computer charges and legal costs) accounted for 95% of all costs of handling applications during the year. The cost of dealing with Ombudsman's investigations amounted to 5% of the total costs. The cost of providing copies to applicants was less than 1%. *(Table 9)* The average cost of responding to a request for access to information in 2009 increased to $264, compared to $215 in 2008. (Table 10)

Responding to requests for general information cost a total of $264,835 compared to $37,151 for requests for personal information.

The costs of central administrative services provided by the Information and Privacy Policy Secretariat are not included in these figures.

## Request Topics

Following is a sample of the information requested from Manitoba government departments and agencies under *The Freedom of Information and Protection of Privacy Act* in 2009:

- Commerce

Records of meetings of the Manitoba Promotion Council; a list of Manitoba Industrial Opportunities Program loans to businesses; the amount of retail sales tax collected in 2008; projections for rail, truck and air traffic regarding the Inland Port/CentrePort project.

- Education

Advertising costs related to the rebranding campaign for the University College of the North; aggregate provincial test results and enrolment numbers; information regarding a freeze or cap on school divisions' education property taxes in 2010.

- Environment

The amount budgeted to purchase frozen fish fillets to distribute to fisherman impacted by the spring conservation closure of Lake Dauphin; the cost of producing and printing the 2009/2010 provincial park entry passes; the number of parties that have applied to the Manitoba Hybrid Vehicle Rebate for each year since the inception of the program.

- Health Administration

The number of patients transferred to Winnipeg via air ambulance from 2000 to date; studies and analysis regarding the ramifications of pandemic flu in Manitoba; the recruitment goal for the nurse recruitment mission to the Philippines; number of calls received by the Manitoba Farm Rural Stress Line in 2008.

- Law Enforcement

The number of Manitobans who were self represented litigants for each year from 2000 to 2008; a list of video games available to inmates in all correctional institutes; correspondence between the department and the Winnipeg Police Services regarding a police helicopter from 2005 to present; the number of inspections completed by Animal Protection Officers in the Office of the Chief Veterinarian.

- Personal Information

Applicant's education assistance file; records related to applicant's paramedic licence; applicant's Employment and Income Assistance file.

- Social Services

The number of Manitoba Housing Authority housing complexes or units under construction in rural Manitoba; the number of childcare spaces for children with disabilities in each year from 2005 to date; the number of child abuse reports received for children in foster care; the amount paid to hotels for children in care of Child and Family Services in 2007/08 and 2008/09.

- Workplace

A list of all registered pension funds in Manitoba; a list of employers who have registered to recruit foreign workers; Workplace Safety and Health accident report; the number of workers on the Wuskwatim project.

- Other

The number of acres of land transferred to Canada under the treaty land entitlement process for each First Nations community; the criteria used to grant funding under The Northern Healthy Foods Initiative and a list of projects considered for funding.

## Protection of Privacy

*The Freedom of Information and Protection of Privacy Act* requires that public bodies implement standards and procedures in their day-to-day management of the personal information in their custody or under their control. It covers matters such as why and how personal information may be collected, the need to maintain its accuracy and allow people to correct their own information, its storage and protection, its use by the public body, and disclosures outside the public body.

There were no requests for correction of personal information reported in 2009.

Individuals who believe that their personal information has been collected, used or disclosed in violation of the privacy protection provisions of *The Freedom of Information and Protection of Privacy Act* may complain to the Ombudsman. Departments and agencies reported fourteen complaints of privacy violations to the Ombudsman in 2009, an increase from nine in 2008. In addition, the Ombudsman's office initiated eight privacy investigations during the year.

## LOCAL PUBLIC BODIES

### Requests Received

As defined in *The Freedom of Information and Protection of Privacy Act*, local public bodies include educational bodies (school divisions, colleges and universities), health care bodies (regional health authorities and non-devolved hospitals), and local government bodies (municipalities, community councils under *The Northern Affairs Act*, conservation districts and planning districts). At the end of 2009, there were 375 local public bodies, one less than in the previous year. Municipalities accounted for more than half of all local public bodies.

Annual reports were received from 276 local public bodies, representing 74% of the total number. *(Table 11)*

A total of 1,012 requests for access to records were made to the local public bodies in 2009, compared to 1,242 in 2008. *(Table 15)* Municipalities received 322 requests, the same number as the previous year. The regional health authorities had a total of 393 requests, down from 569. School divisions reported 243 applications, an increase from 193 in 2008. The universities received 27 applications compared to 98 in 2008, while the colleges reported 1 application, down from 9 in the previous year. *(Table 11)*

The public bodies which received the largest number of applications in 2009 were: the City of Winnipeg 209 requests (21% of the total received by all local public bodies), Winnipeg Regional Health Authority 159 (16%), and the Burntwood Regional Health Authority 145 (14%). *(Tables 13 and 14)* Of the 209 applications received by the City of Winnipeg, 116 were for records of the Winnipeg Police Service and 36 were for records of the Fire Paramedic Service.

### Access Decisions

The local public bodies completed 980 requests during the year. A total of 453 applicants (46%) were granted access to all records they requested and an additional 175 (18%) were granted access to some records. In 2008, 71% of the requests were fully granted and 14% were partially granted. *(Table 15)*

The regional health authorities granted full access to the requested records to 63% of applicants and partial release to 5%. School divisions granted full release in 37% of the requests and partial release in another 20%. The universities granted full release in 23% of

the requests and partial release in 45%. Among the municipalities, full release was granted to 32% of the applicants and partial release to 32%.

When access was fully or partly denied, the exceptions most frequently cited by local public bodies were protection of third party privacy (applied in 146 applications), disclosure harmful to law enforcement or legal proceedings (36 applications), and protection of third party business interests (20 applications).

**Response Time**

Local public bodies reported that 709 of the 980 completed requests (72%) were responded to within 30 days. There were 156 (16%) handled within 60 days and 115 which required more than 60 days. School divisions responded to 59% of their requests within 30 days and municipalities handled 89% of their applications within this time period. In 2008, 89% of the requests were completed within 30 days and 10% within 60 days. *(Tables 11 and 15)*

**Complaints to Ombudsman**

Information about complaints to the Ombudsman regarding the performance of local public bodies under *The Freedom of Information and Protection of Privacy Act* is provided in the Annual Report of that Office.

**Fees**

Nine local public bodies charged fees totaling $489 in accordance with the *Access and Privacy Regulation (64/98)*. The City of Winnipeg reported the largest amount of search and preparation fees and copying charges ($303), followed by the Rural Municipality of Alexander which reported a total of $100 in search and preparation and copying charges.

**Protection of Privacy**

Local public bodies reported that they did not receive any requests for correction of personal information in 2009.

## CENTRAL ADMINISTRATION

The Information and Privacy Policy Secretariat, Manitoba Culture, Heritage, and Tourism, is responsible for central administration and coordination of *The Freedom of Information and Protection of Privacy Act*. The Secretariat provides procedural advice to Access and Privacy Coordinators and Officers in government departments and agencies, and local public bodies. It also assists members of the public who wish to make applications for access to information held by public bodies, and compiles statistics on the use of the Act.

In 2009, the Information and Privacy Policy Secretariat continued to help departments assess their personal information management practices and integrate privacy protection measures into their business processes.

The Information and Privacy Policy Secretariat is responsible for training employees of departments, government agencies and local public bodies on how to respond to access requests and implement privacy protection under *The Freedom of Information and Protection of Privacy Act*. Regular meetings are held with Access and Privacy Coordinators of departments and agencies to exchange information concerning best practices and emerging issues. Presentations on *The Freedom of Information and Protection of Privacy Act* are provided to local public bodies upon request.

### 2009 Activities and Highlights

- Responded to more than 880 inquiries directed at the FIPPA help desk.
- Began routinely disclosing a listing of FIPPA applications received by government departments each week on the FIPPA website.
- Engaged in privacy consultations with more than 14 departmental projects and programs.
- Actively participated on a number of working groups related to information management, privacy, and service transformation.
- Provided information sessions to more than 250 employees from government and local public bodies on access to information and protection of privacy.
- Collected statistics from departments and local public bodies to produce the FIPPA Annual Report.

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**Table 1**
**Requests Received and Completed under FIPPA (2000-2009)**

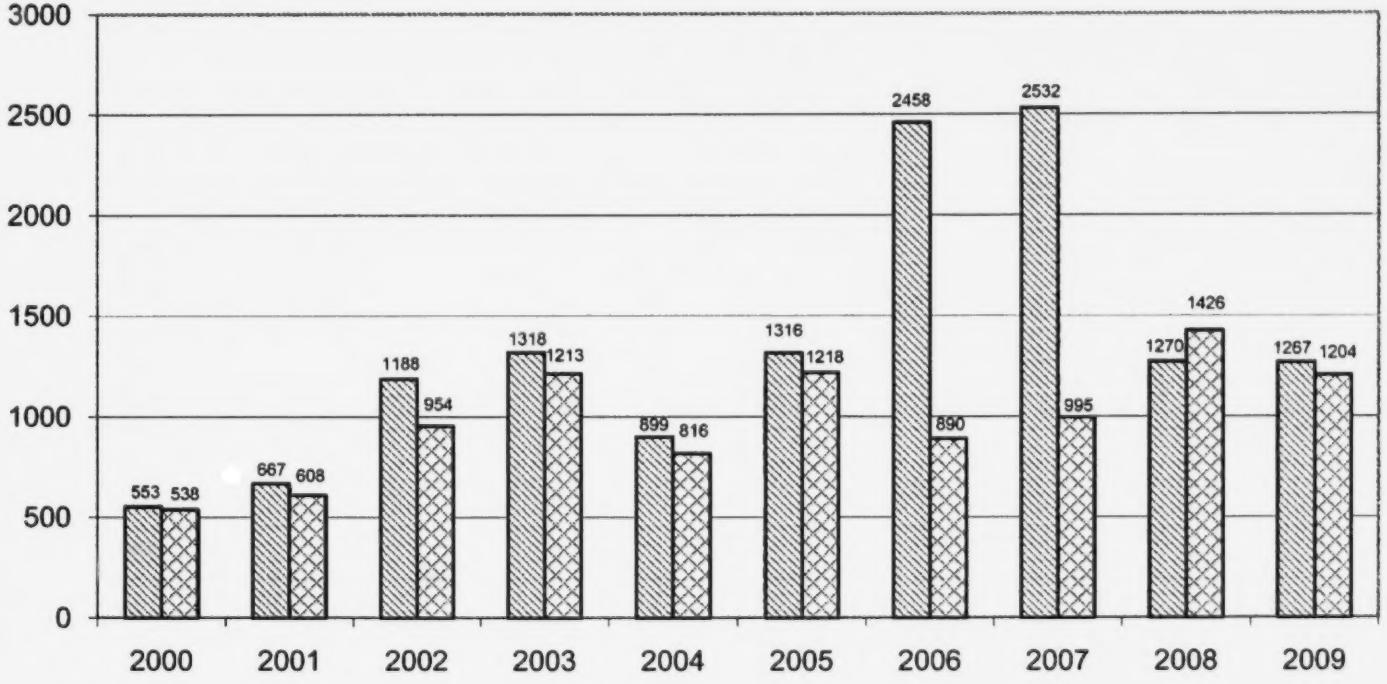


**Table 2**
**Personal/General Distribution of Requests under FIPPA (2000-2009)**

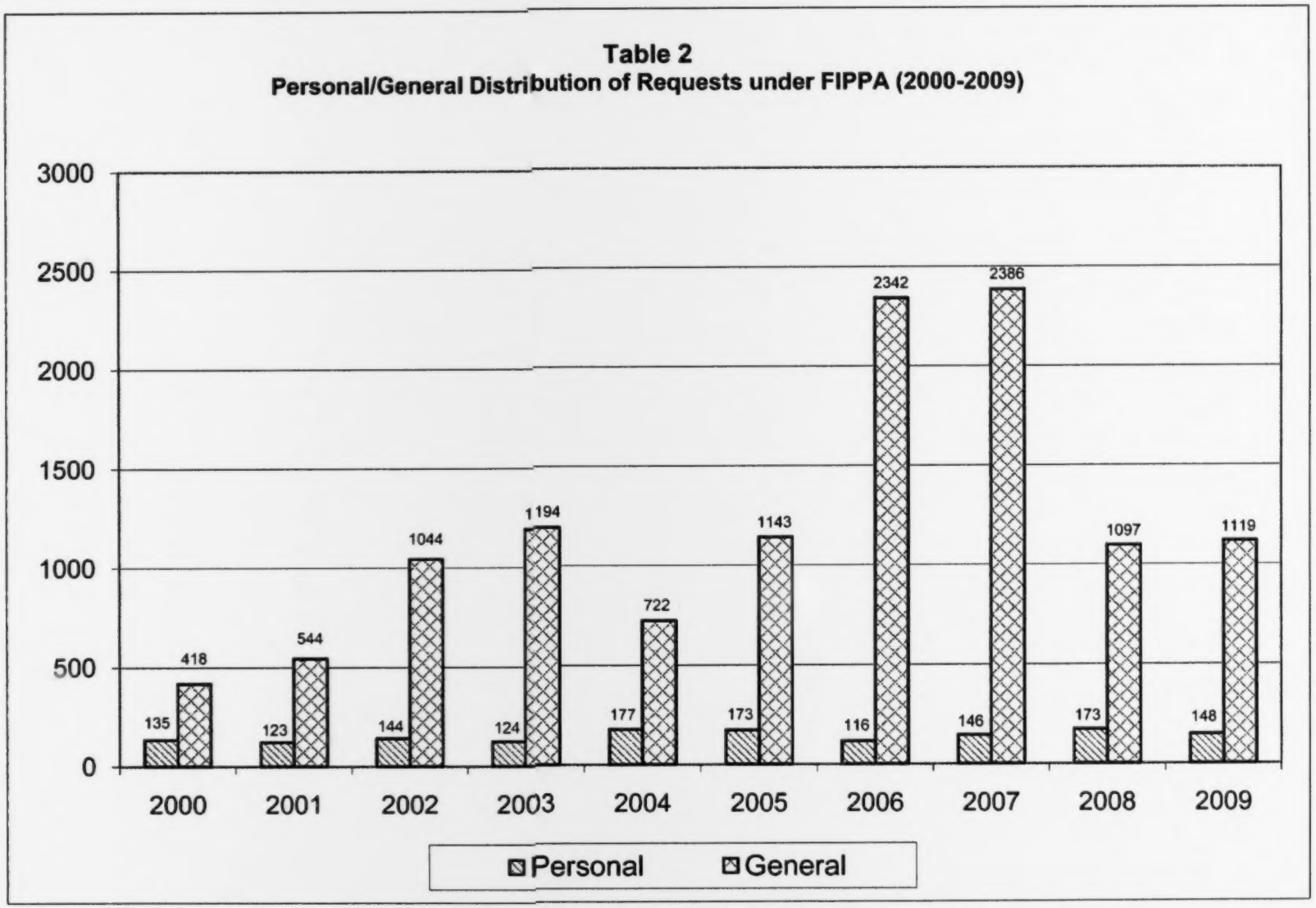


**Table 3**
**Types of Applicants FIPPA (2004-2009)**

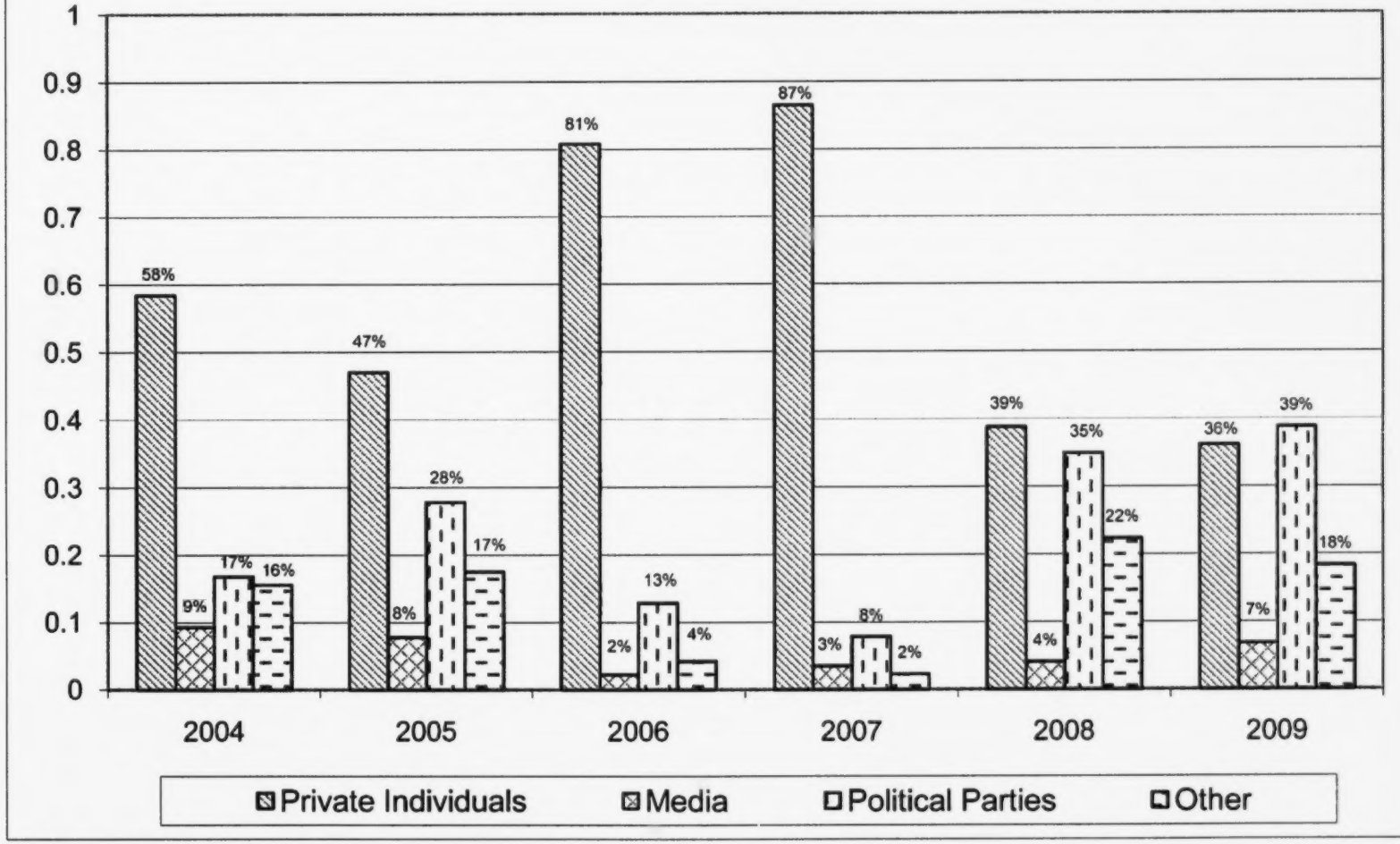
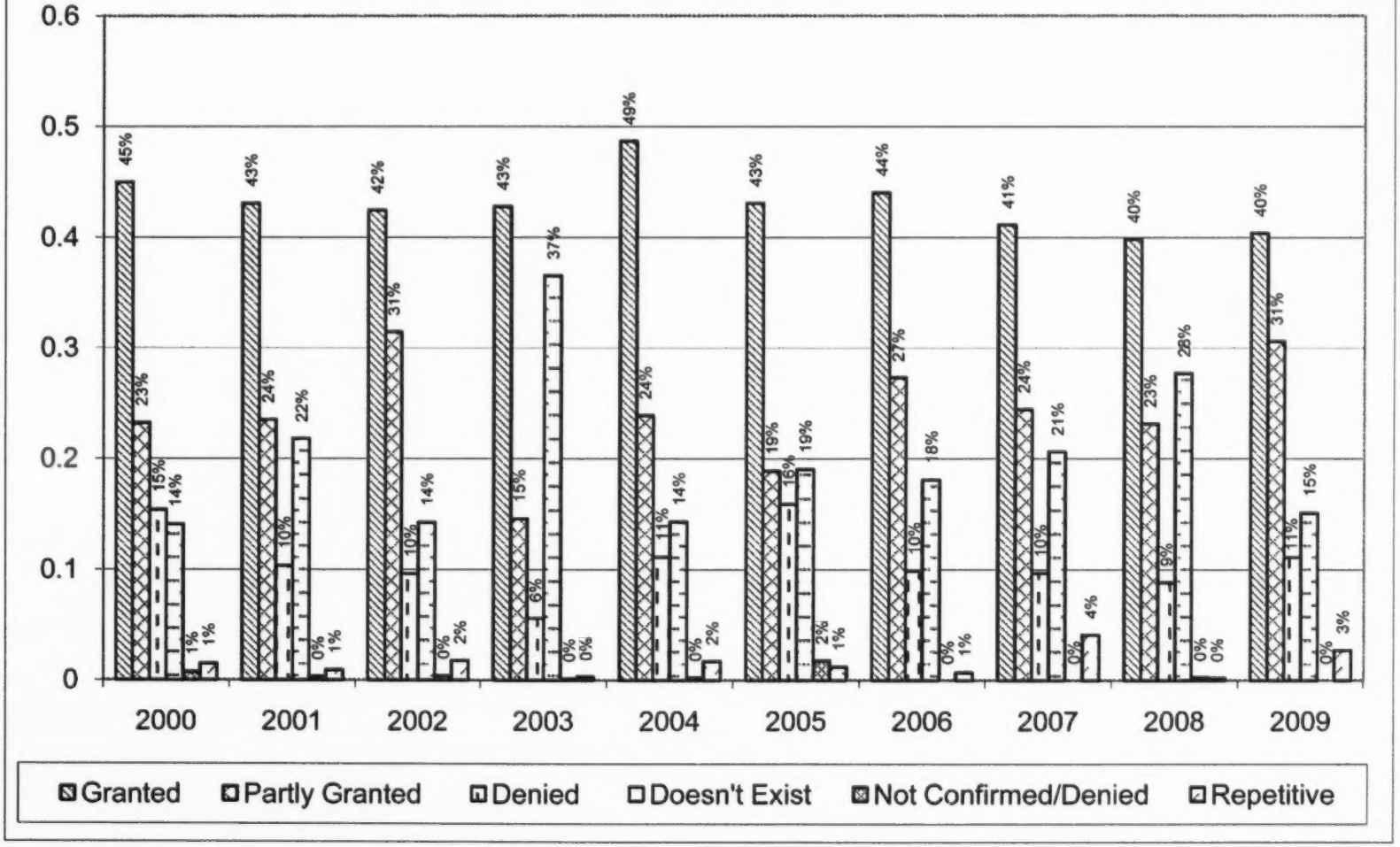


**Table 4**
**Access Decisions under FIPPA (2000-2009)**



## Table 5

## Requests Received by Departments in 2009

| DEPARTMENTS | REQUESTS | | | | | ACCESS DECISIONS | | | | | | RESPONSE TIME | | | COMPLAINTS | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Rec'd | Brought From 2008 | Withdrawn or Abandoned | Carried to 2010 | Completed | Granted in Full or in Part | | Denied | Doesn't Exist | Not Confirmed or Denied | Repetitive | Within 30 days | Within 60 days | More than 60 days | Ombudsman (Access Only) | Court |
| | | | | | | Granted | Partly Granted | | | | | | | | | |
| Aboriginal and Northern Affairs* | 12 | | | 2 | 10 | 10 | | | | | | 9 | 1 | | 1 | |
| Advanced Education & Literacy | 12 | | 1 | 3 | 8 | 4 | 3 | 1 | | | | 8 | | | 1 | |
| Agriculture, Food and Rural Initiatives | 17 | | | 7 | 10 | 3 | 3 | 2 | | | | 6 | 2 | 2 | 3 | |
| Civil Service Commission | 14 | | 1 | | 13 | 5 | 7 | 1 | | | | 13 | | | | |
| Connectivity, Training & Trade* | | | | | | | | | | | | | | | | |
| Entrepreneurship, Training and Trade** | 8 | 3 | 2 | 7 | 75 | 31 | 34 | 10 | 8 | | 2 | 62 | 13 | | 7 | |
| Conservation | 97 | 2580 | 2570 | 5 | 102 | 45 | 34 | 7 | 16 | | | 69 | 13 | 20 | 11 | |
| Culture, Heritage, Tourism and Sport* | | | | | | | | | | | | | | | | |
| Culture, Heritage and Tourism** | 6 | | 1 | 2 | 3 | 2 | | | | | 1 | 3 | | | 1 | |
| Education, Citizenship and Youth* | | | | | | | | | | | | | | | | |
| Education** | 25 | | 1 | 3 | 21 | 9 | 7 | 2 | 3 | | | 12 | 9 | | | |
| Executive Council | 16 | | 9 | | 7 | 4 | | 1 | 1 | | 1 | 2 | | | 2 | |
| Family Services and Housing* | | | | | | | | | | | | | | | | |
| Family Services and Consumer Affairs** | 163 | 37 | 12 | 7 | 181 | 68 | 51 | 29 | 32 | | 1 | 76 | 45 | 60 | 37 | |
| Finance | 62 | 2 | 10 | 3 | 51 | 17 | 21 | 7 | 6 | | | 47 | 4 | | 3 | |
| Health and Healthy Living* | | | | | | | | | | | | | | | | |
| Health** | 90 | 9 | 22 | 2 | 75 | 33 | 24 | 5 | 11 | | 2 | 47 | 26 | 2 | 6 | |
| Healthy Living, Youth and Seniors** | 2 | | 1 | 1 | 0 | | | | | | | | | | | |
| Housing and Community Development** | 1 | | | 1 | 0 | | | | | | | | | | | |
| Infrastructure & Transportation | 44 | 1 | 2 | 4 | 39 | 23 | 5 | 6 | 3 | | 2 | 30 | 9 | | 2 | |
| Intergovernmental Affairs* | | | | | | | | | | | | | | | | |
| Local Government** | 14 | | | 2 | 12 | 4 | 2 | | 5 | | 1 | 11 | 1 | | 2 | |
| Justice | 87 | 1 | 7 | | 81 | 3 | 32 | 9 | 20 | | 2 | 81 | 2 | | 3 | |
| Labour and Immigration | 148 | 9 | 39 | 10 | 108 | 31 | 36 | 21 | 20 | | | 94 | 12 | 2 | 8 | |
| Science, Technology, Energy & Mines* | | | | | | | | | | | | | | | | |
| Innovation, Energy and Mines** | 27 | 1 | 2 | 2 | 24 | 14 | 5 | 3 | 2 | | | 21 | 3 | | 2 | |
| Water Stewardship | 25 | 226 | 194 | 2 | 55 | 19 | 16 | 2 | 18 | | | 18 | 6 | 31 | 3 | |
| TOTAL | 945 | 2869 | 2874 | 63 | 877 | 327 | 290 | 103 | 145 | 0 | 12 | 614 | 146 | 117 | 92 | 0 |

* These departments functioned until November 2009.

** These departments were formed in November 2009.

## Table 6

## Requests Received by Government Agencies in 2009

| CROWN AGENCY | REQUESTS | | | | | ACCESS DECISIONS | | | | | | RESPONSE TIME | | | COMPLAINTS | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Rec'd | Brought From 2008 | Withdrawn or Abandoned | Carried to 2010 | Completed | Granted in Full or in Part | | Denied | Doesn't Exist | Not Confirmed or Denied | Repetitive | Within 30 days | Within 60 days | More than 60 days | Ombudsman (Access Only) | Court |
| | | | | | | Granted | Partly Granted | | | | | | | | | |
| Addictions Foundation of Manitoba | 5 | | 1 | | 4 | 4 | | | | | | 4 | | | | |
| Communities Economic Development Fund | 19 | | | | 19 | | 9 | 10 | | | | 19 | | | | |
| Healthy Child Manitoba | 1 | | | | 1 | 1 | | | | | | | | 1 | | |
| Legal Aid Manitoba | 1 | | | | 1 | 1 | | | | | | 1 | | | | |
| Manitoba Agricultural Services Corporation | 1 | | 1 | | 0 | | | | | | | | | | | |
| Manitoba Floodway Expansion Authority | 7 | | | | 7 | 6 | | 1 | | | | 5 | 2 | | 2 | |
| Manitoba Housing and Renewal Corporation | 3 | 2 | | | 5 | 3 | 1 | 1 | | | | | 1 | 4 | | |
| Manitoba Housing Authority | 25 | 2 | 4 | 6 | 17 | 13 | 4 | | | | | 3 | 7 | 7 | | |
| Manitoba Human Rights Commission | 25 | | | | 25 | 5 | 10 | 3 | 7 | | | 23 | 2 | | 3 | |
| Manitoba Hydro | 125 | 18 | 5 | 15 | 123 | 63 | 26 | 6 | 17 | | 11 | 43 | 66 | 14 | 27 | |
| Manitoba Liquor Control Commission | 11 | | | | 11 | 3 | 6 | | 2 | | | 11 | | | | |
| Manitoba Lotteries Corporation | 8 | 1 | | | 9 | 5 | 1 | 1 | 2 | | | 8 | 1 | | 2 | |
| Manitoba Public Insurance | 51 | 19 | 2 | | 65 | 32 | 12 | 9 | 3 | | 9 | 46 | 7 | 12 | 10 | |
| Travel Manitoba | 1 | | | | 1 | 1 | | | | | | 1 | | | | |
| Workers Compensation Board of Manitoba | 39 | 1 | 1 | | 39 | 23 | 9 | 0 | 6 | | 1 | 39 | | | 1 | |
| TOTAL | 322 | 40 | 14 | 21 | 327 | 160 | 78 | 31 | 37 | 0 | 21 | 203 | 86 | 38 | 45 | 0 |
| TOTALS OF TABLES 5 AND 6 (Government departments and agencies) | 1267 | 2909 | 2888 | 84 | 1204 | 487 | 368 | 134 | 182 | 0 | 33 | 817 | 232 | 155 | 137 | 0 |

No applications were received by: Le Centre culturel franco-manitobain, Credit Union Deposit Guarantee Corporation, Crown Corporations Council, La Société d'Assurance-Dépôts des Caisses Populaires, Manitoba Arts Council, Manitoba Boxing Commission, Manitoba Cattle Enhancement Council, Manitoba Centennial Centre Corporation, Manitoba Development Corporation, Manitoba Gaming Control Commission, Manitoba Seniors and Healthy Aging Secretariat.

Leaf Rapids Town Properties Limited received 1 application which was responded by the Department of Infrastructure and Transportation.

Status of Women received 1 application which was responded by the Department of Labour and Immigration.

## Table 7
## Reasons for Denial of Access under FIPPA in 2008 and 2009

| EXCEPTIONS TO DISCLOSURES | FIPPA SECTION NUMBER | NUMBER OF REQUESTS IN WHICH THE EXCEPTION WAS APPLIED | |
|---|---|---|---|
| | | 2009 | 2008 |
| **MANDATORY** | | | |
| Third party's privacy | 17 | 258 | 247 |
| Third party's business interests | 18 | 108 | 115 |
| Cabinet confidences | 19 | 46 | 17 |
| Information provided in confidence by another government | 20 | 21 | 9 |
| **DISCRETIONARY** | | | |
| Harmful to relations between Manitoba and other governments | 21 | 15 | 9 |
| Local public body confidences | 22 | 1 | 0 |
| Advice to public body | 23 | 90 | 89 |
| Harmful to individual or public safety | 24 | 13 | 4 |
| Harmful to law enforcement or legal proceedings | 25 | 46 | 25 |
| Harmful to security of property | 26 | 14 | 52 |
| Solicitor - client privilege | 27 | 20 | 28 |
| Harmful to economic and other interests of a public body | 28 | 18 | 5 |
| Testing procedures, tests and audits | 29 | 2 | 0 |
| Confidential evaluations about applicant | 30 | 0 | 1 |
| Preservation of heritage resources and life forms | 31 | 1 | 0 |
| Information that is or will be available to the public | 32 | 11 | 26 |

**Table 8**
**Fees Collected under FIPPA (2002-2009)**

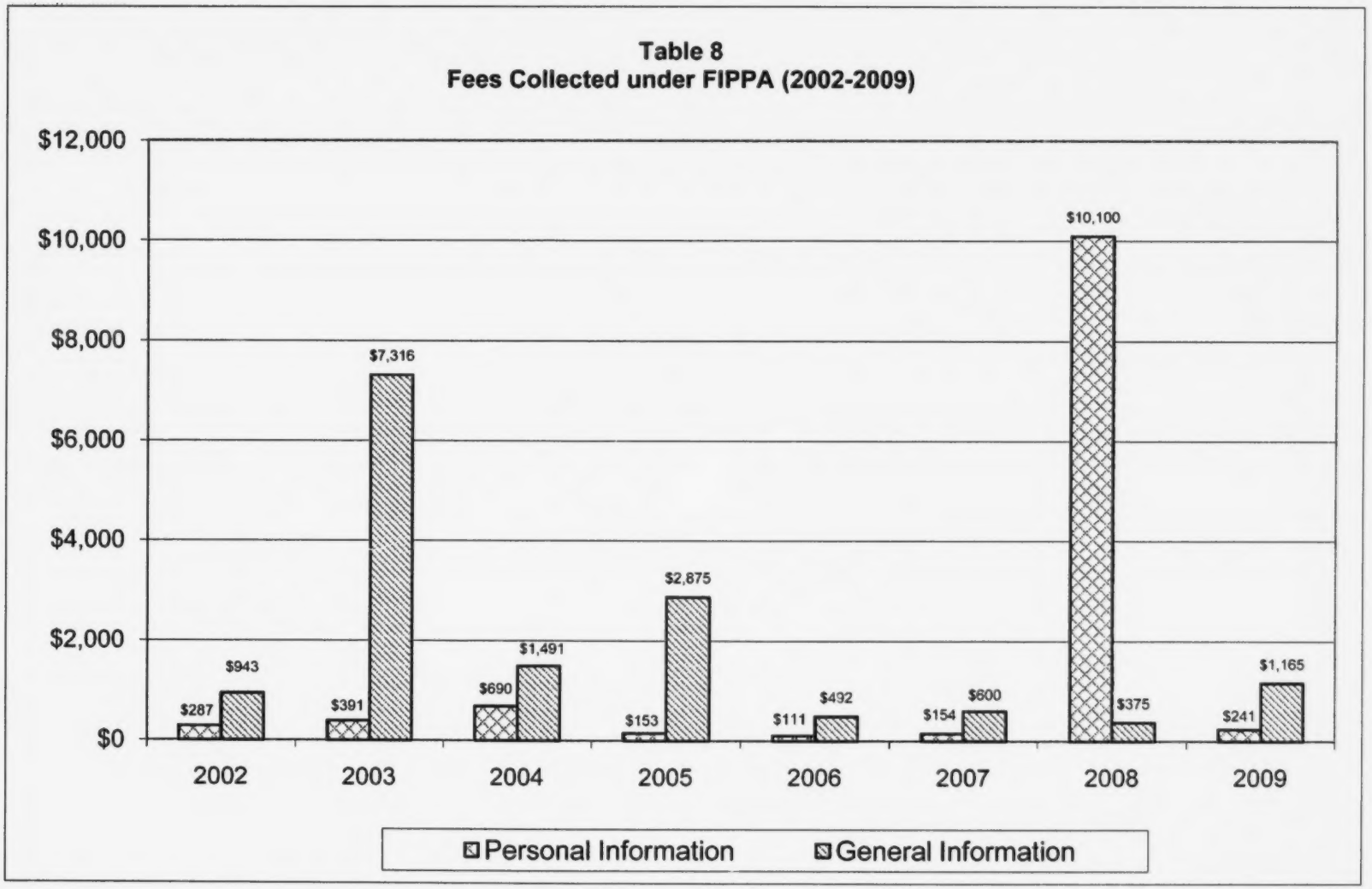


**Table 9**
**Reported Costs of Responding to Requests under FIPPA (2000-2009)**

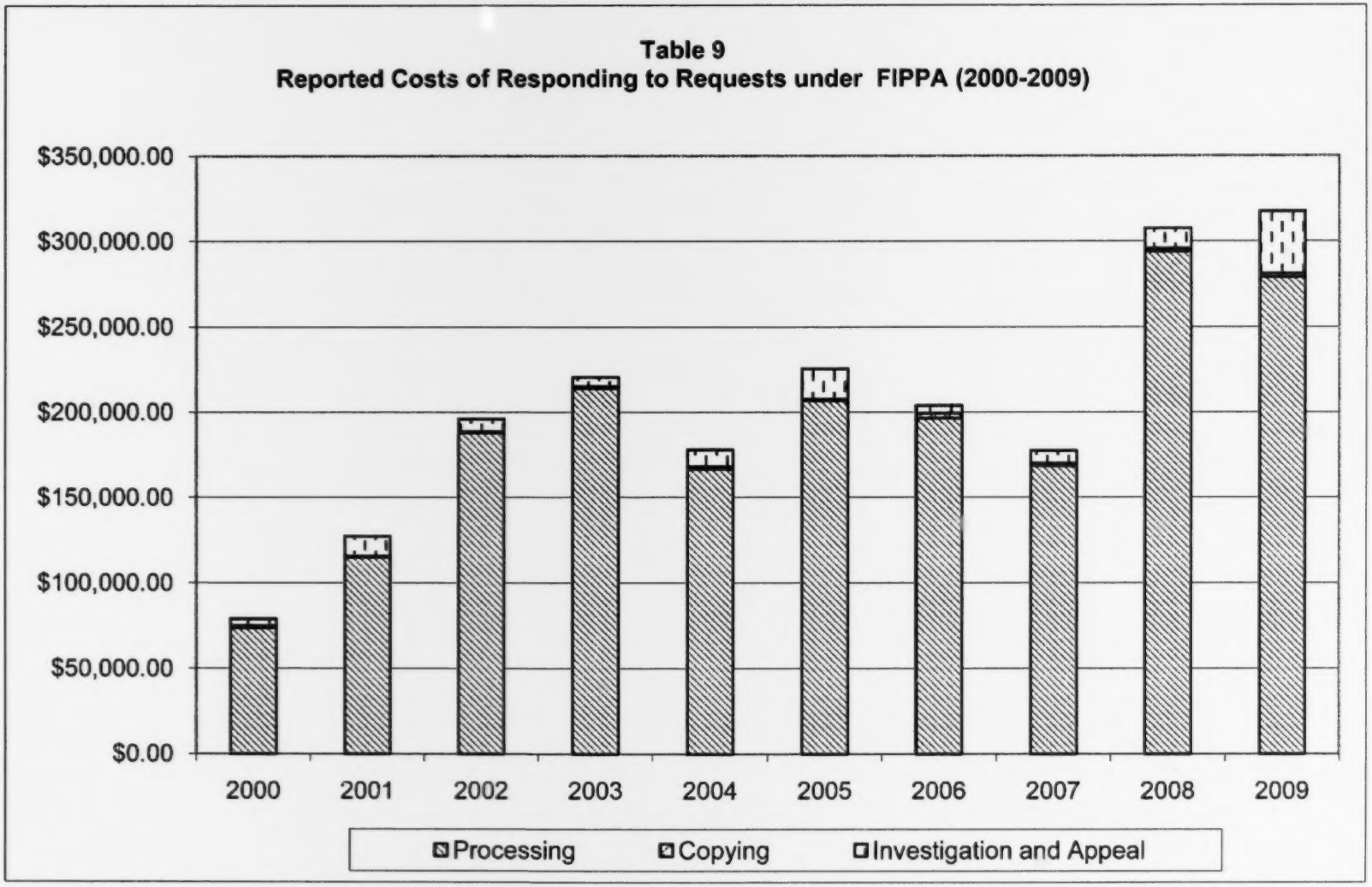
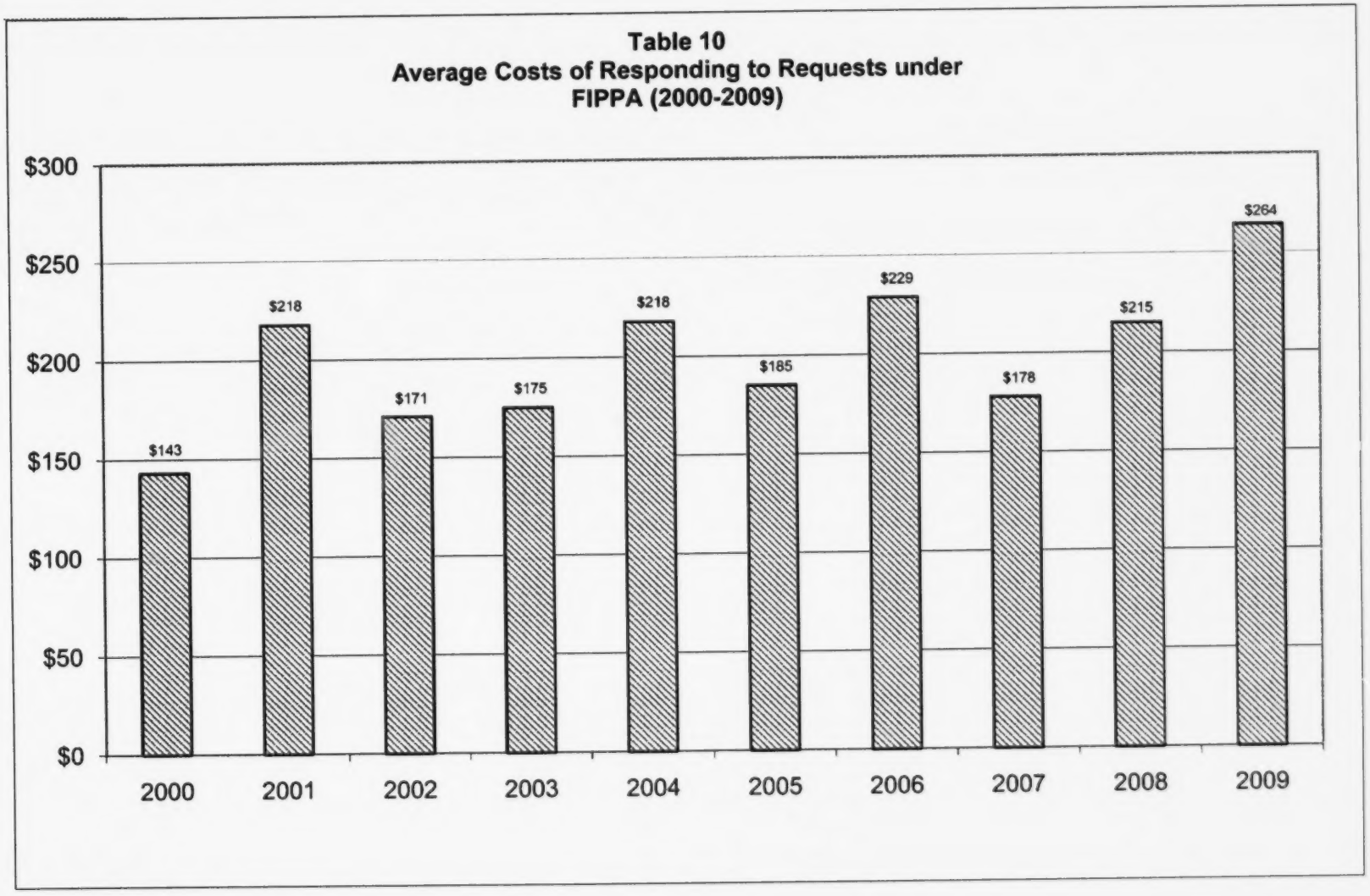


**Table 10**
**Average Costs of Responding to Requests under FIPPA (2000-2009)**



## Table 11
## Local Public Bodies' Experience under FIPPA in 2009

| TYPE OF LOCAL PUBLIC BODY | TOTAL NUMBER OF BODIES | NUMBER THAT REPORTED | NUMBER THAT RECEIVED REQUESTS | NUMBER OF REQUESTS RECEIVED | NUMBER OF REQUESTS COMPLETED* | REQUESTS FULLY GRANTED** | REQUESTS PARTLY GRANTED** | RESPONSE IN 30 DAYS** |
|---|---|---|---|---|---|---|---|---|
| **Educational Bodies** | | | | | | | | |
| School Divisions | 37 | 34 | 33 | 243 | 241 | 89 | 47 | 142 |
| Colleges | 3 | 3 | 1 | 1 | 1 | 0 | 0 | 1 |
| Universities | 4 | 4 | 3 | 27 | 22 | 5 | 10 | 19 |
| **Health Care Bodies** | | | | | | | | |
| Regional Health Authorities | 12 | 10 | 10 | 393 | 388 | 245 | 18 | 253 |
| Hospitals | 17 | 14 | 8 | 22 | 21 | 17 | 1 | 20 |
| **Local Government Bodies** | | | | | | | | |
| Municipalities | 199 | 158 | 22 | 325 | 306 | 97 | 98 | 273 |
| Community Councils | 40 | 13 | 0 | 0 | 0 | 0 | 0 | 0 |
| Planning Districts | 45 | 24 | 1 | 1 | 1 | 0 | 1 | 1 |
| Conservation Districts | 18 | 16 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | |
| Total | 375 | 276 | 78 | 1012 | 980 | 453 | 175 | 709 |

* Includes requests received in 2008 and completed in 2009.
** Percentage is of the number completed (not the number received).

## Table 12

## Requests Received or Completed by Educational Bodies in 2009*

| EDUCATIONAL BODIES | REQUESTS | | | | ACCESS DECISIONS | | | | | | RESPONSE TIME | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Received | Brought From 2008 | Carried To 2010 | Withdrawn / Abandoned | Granted | Partly Granted | Denied | Doesn't Exist | Not Confirmed or Denied | Repetitive | Within 30 days | Within 60 days | More than 60 days |
| Beautiful Plains School Division | 7 | | | | 1 | 2 | 1 | 3 | | | 7 | | |
| Border Land School Division | 7 | | | 1 | 2 | 1 | 2 | 1 | | | 6 | | |
| Brandon School Division | 7 | | | | | 7 | | | | | | 7 | |
| Division scolaire franco-manitobaine | 7 | | | | | 4 | 1 | 2 | | | | 7 | |
| Evergreen School Division | 7 | | | | 2 | | 1 | 4 | | | 7 | | |
| Flin Flon School Division | 7 | | | | | 7 | | | | | | 7 | |
| Fort La Bosse School Division | 7 | | | | | | | 7 | | | 7 | | |
| Frontier School Division | 7 | | | | 7 | | | | | | | 7 | |
| Garden Valley School Division | 9 | | | | 4 | | 1 | 4 | | | 8 | 1 | |
| Hanover School Division | 7 | | | | 1 | 3 | 2 | 1 | | | | 7 | |
| Interlake School Division | 7 | | | | | 1 | 1 | | 5 | | 7 | | |
| Kelsey School Division | 7 | | | | 7 | | | | | | | | 7 |
| Lord Selkirk School Division | 7 | | | | 7 | | | | | | 7 | | |
| Louis Riel School Division | 7 | | | | 4 | | 2 | 1 | | | | 7 | |
| Mystery Lake School Division | 1 | | | | | 1 | | | | | | | 1 |
| Park West School Division | 7 | | | | 2 | 3 | | 2 | | | 7 | | |
| Pembina Trails School Division | 9 | | | | 2 | 4 | 1 | 2 | | | 8 | | 1 |
| Pine Creek School Division | 7 | | | | 1 | 1 | 1 | 4 | | | 7 | | |
| Portage la Prairie School Division | 9 | | | | 2 | 2 | 2 | 3 | | | 8 | 1 | |
| Prairie Rose School Division | 7 | 2 | | | 3 | 2 | 1 | 3 | | | 7 | 2 | |
| Prairie Spirit School Division | 1 | | | | | | | 1 | | | | 1 | |
| Red River Valley School Division | 10 | | | 1 | 5 | | 3 | 1 | | | 9 | | |
| River East Transcona School Division | 8 | | | | 3 | 2 | | 2 | 1 | | 4 | 4 | |
| Rolling River School Division | 7 | | | | 3 | | 2 | 2 | | | 7 | | |
| Seine River School Division | 7 | | | | 2 | 1 | 2 | 2 | | | 7 | | |
| Seven Oaks School Division | 8 | | | | 8 | | | | | | 1 | 7 | |
| Southwest Horizon School Division | 7 | | | | | 1 | | 6 | | | | | 7 |
| St. James Assiniboia School Division | 24 | 7 | 9 | | 11 | 2 | 2 | 7 | | | 5 | 8 | 9 |
| Sunrise School Division | 8 | | | | 7 | | | 1 | | | 8 | | |
| Swan Valley School Division | 7 | | | | 2 | | 2 | 3 | | | 7 | | |
| Turtle Mountain School Division | 7 | | | | | 1 | 2 | 4 | | | 7 | | |
| Western School Division | 7 | | | | 2 | 1 | 2 | 2 | | | | 7 | |
| Winnipeg School Division | 2 | | | | 1 | 1 | | | | | 1 | 1 | |
| Red River College | 1 | | | | | | 1 | | 0 | | 1 | | |
| University College of the North | 1 | | | | 1 | | | | | | 1 | | |
| University of Manitoba | 22 | 1 | 1 | 4 | 3 | 9 | 4 | 1 | | 1 | 16 | 2 | 0 |
| University of Winnipeg | 4 | 2 | 1 | 2 | 1 | 1 | 1 | | | | 2 | | 1 |
| **TOTAL** | **271** | **12** | **11** | **8** | **94** | **57** | **37** | **69** | **6** | **1** | **162** | **76** | **26** |

* This table lists only the educational bodies which reported receiving or completing requests in 2009.

## Table 13
## Requests Received or Completed by Health Care Bodies in 2009*

| HEALTH CARE BODIES | REQUESTS | | | | ACCESS DECISIONS | | | | | | RESPONSE TIME | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Received | Brought From 2008 | Carried To 2010 | Withdrawn/ Abandoned | Granted | Partly Granted | Denied | Doesn't Exist | Not Confirmed or Denied | Repetitive | Within 30 days | Within 60 days | More than 60 days |
| Assiniboine Regional Health Authority | 9 | | | 1 | 8 | | | | | | 8 | | |
| Brandon Regional Health Authority | 15 | 1 | 1 | | 15 | | | | | | 14 | 1 | |
| Burntwood Regional Health Authority | 145 | | | | 49 | 5 | 88 | 3 | | | 42 | 21 | 82 |
| Churchill Regional Health Authority | 5 | 1 | | | 4 | | | 2 | | | 4 | 2 | |
| Interlake Regional Health Authority | 10 | | | | 9 | 1 | | | | | 9 | 1 | |
| NOR-MAN Regional Health Authority | 10 | | | | 10 | | | | | | 10 | | |
| North Eastman Health Association | 8 | | | | 8 | | | | | | 4 | 4 | |
| Parkland Regional Health Authority | 7 | 1 | | | 8 | | | | | | 6 | 2 | |
| Regional Health Authority - Central Manitoba | 17 | 1 | | | 16 | | 1 | 1 | | | 17 | 1 | |
| South Eastman Health/Sante Sud-Est. | 8 | 1 | 1 | | 8 | | | | | | 7 | 1 | |
| Winnipeg Regional Health Authority | 159 | 6 | 1 | 12 | 110 | 12 | 14 | 14 | | 2 | 132 | 17 | 3 |
| **Sub-total** | **393** | **11** | **3** | **13** | **245** | **18** | **103** | **20** | **0** | **2** | **253** | **50** | **85** |
| CancerCare Manitoba | 2 | 1 | | | 3 | | | | | | 3 | | |
| Concordia Hospital | 1 | | | | 1 | | | | | | 1 | | |
| Diagnostic Services of Manitoba Inc. | 6 | | 2 | | 3 | 1 | | | | | 4 | | |
| McCreary/Alonsa Health Centre | 6 | | | 1 | 4 | | | 1 | | | 5 | | |
| Misericordia Health Centre | 1 | | | | 1 | | | | | | 1 | | |
| Riveview Health Centre | 1 | | | | 1 | | | | | | 1 | | |
| St. Boniface General Hospital | 1 | 1 | | | 1 | | 1 | | | | 2 | | |
| Victoria General Hospital | 4 | | | | 3 | | | 1 | | | 3 | 1 | |
| **Sub-total** | **22** | **2** | **2** | **1** | **17** | **1** | **1** | **2** | **0** | **0** | **20** | **1** | **0** |
| **TOTAL** | **415** | **13** | **5** | **14** | **262** | **19** | **104** | **22** | **0** | **2** | **273** | **51** | **85** |

* This table lists only the health care bodies which reported receiving or completing requests in 2009.

## Table 14

## Requests Received or Completed by Local Government Bodies in 2009*

| LOCAL GOVERNMENT BODIES | REQUESTS | | | | ACCESS DECISIONS | | | | | | RESPONSE TIME | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Received | Brought From 2008 | Carried To 2010 | Withdrawn/ Abandoned | Granted | Partly Granted | Denied | Doesn't Exist | Not Confirmed or Denied | Repetitive | Within 30 days | Within 60 days | More than 60 days |
| Alexander, R.M. | 9 | | | | 6 | | | 3 | | | 7 | 2 | |
| Archie, R.M. of | 1 | | | | | 1 | | | | | 1 | | |
| Brandon, City of | 3 | | | | 1 | | 2 | | | | 2 | 1 | |
| Brokenhead, R.M. of | 3 | | | | 3 | | | | | | 3 | | |
| East St. Paul, R.M. of | 1 | | | | 1 | | | | | | 1 | | |
| Ethelbert, R.M. of | 1 | | | | 1 | | | | | | 1 | | |
| Gimli, R.M. of | 3 | | | | 2 | | 1 | | | | 3 | | |
| Grandview, Town of | 2 | | | | 2 | | | | | | 2 | | |
| Grey, R.M. of | 1 | | | | 1 | | | | | | 1 | | |
| Lac du Bonnet Planning District | 1 | | | | | 1 | | | | | 1 | | |
| Lac du Bonnet, R.M. of | 4 | | 1 | | 3 | | | | | | 3 | | |
| Lac du Bonnet, Town of | 11 | | | | 11 | | | | | | 11 | | |
| Piney, R.M. of | 3 | | | | | | | 3 | | | 3 | | |
| Powerview - Pine Falls, Town | 7 | | | 1 | 4 | | 1 | 1 | | | 5 | 1 | |
| Rockwood, R.M. of | 3 | | | | 1 | | 1 | 1 | | | 3 | | |
| Springfield, R.M. of | 5 | | | 3 | 2 | | | | | | 1 | | 1 |
| St. Andrews, R.M. of | 1 | | | | 1 | | | | | | 1 | | |
| St. Pierre-Jolys, Village of | 1 | | | | 1 | | | | | | 1 | | |
| Ste. Anne, Town of | 48 | | | | 3 | 14 | 7 | 23 | | 1 | 48 | | |
| Steinbach, City of | 1 | | | | 1 | | | | | | | 1 | |
| Wallace, R.M. of | 4 | | | | 3 | 1 | | | | | | 4 | |
| Whitemouth, City of | 4 | | | | 4 | | | | | | 4 | | |
| Winnipeg, City of | 209 | 12 | 17 | 9 | 46 | 82 | 37 | 19 | 4 | 7 | 172 | 20 | 3 |
| **TOTAL** | **326** | **12** | **18** | **13** | **97** | **99** | **49** | **50** | **4** | **8** | **274** | **29** | **4** |

* This table lists only the local government bodies which reported receiving or completing requests in 2009.

## Table 15
## Local Public Bodies Comparative Yearly Experience 2006 - 2009

| | 2006 | 2007 | 2008 | 2009 |
|---|---|---|---|---|
| Requests Received | 761 | 792 | 1242 | 1012 |
| Requests Completed | 738 | 714 | 1192 | 980 |
| Requests Fully Granted | 419 | 334 | 845 | 453 |
| Requests Partly Granted | 166 | 30 | 168 | 175 |
| Requests Denied* | 37 | 40 | 55 | 190 |
| Responses Within 30 Days | 659 | 661 | 1061 | 703 |
| Responses Within 30 - 60 Days | 71 | 39 | 123 | 156 |

* There were also some requests for records that did not exist; that were repetitive, incomprehensible or already provided to the applicant; or in which the local public body refused to confirm or deny the existence of records for reasons related to individual or public safety, law enforcement or protection of third party privacy.

# Freedom *of* Information *and* Protection *of* Privacy Act

# ANNUAL REPORT 2009

Manitoba

MINISTER OF
CULTURE, HERITAGE AND TOURISM

Room 118
LEGISLATIVE BUILDING
WINNIPEG, MANITOBA, R3C 0V8
CANADA

The Honourable George Hickes
Speaker of the Legislative Assembly
Province of Manitoba

Mr. Speaker:

In accordance with section 83 of *The Freedom of Information and Protection of Privacy Act*, I am pleased to submit the twelfth annual report of the administration of the Act and Regulation by Manitoba government departments, government agencies and local public bodies for the period from January 1, 2009 to December 31, 2009.

Original signed by:

Honourable Flor Marcelino

***Freedom of Information and Protection of Privacy Act Annual Report 2009***

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## INTRODUCTION

The twelfth annual report of the Minister responsible for central administration of *The Freedom of Information and Protection of Privacy Act (F 175)* summarizes statistically the activities of Manitoba government departments, government agencies and local public bodies in responding to applications for access to records and protecting personal information under the *Act* during the period January 1, 2009 through December 31, 2009.

*The Freedom of Information and Protection of Privacy Act* was passed on June 27, 1997. It was proclaimed for provincial government departments and government agencies on May 4, 1998 and for the City of Winnipeg on August 31, 1998. On April 4, 2000 the Act was proclaimed for local governments, educational bodies and health care bodies.

*The Freedom of Information and Protection of Privacy Act*, like its predecessor statute *The Freedom of Information Act*, provides a qualified legal right of access to a record in the custody or under the control of public bodies. The right of access is additional to any rights of access already available under existing provincial laws.

Access to any record is subject to four mandatory and twelve discretionary exceptions to disclosure under *The Freedom of Information and Protection of Privacy Act*. If an applicant is dissatisfied with the response of a public body to an application for access, the *Act* provides for review by the Manitoba Ombudsman and, ultimately, recourse to the Court of Queen's Bench.

*The Freedom of Information and Protection of Privacy Act* provides privacy protection for personal information held by public bodies, based on internationally recognized principles of fair information practices. It imposes obligations on public bodies respecting the collection, protection, use and disclosure of personal information in their custody or under their control. The Act also provides individuals with the right to request a correction to their personal information held by provincial government departments, government agencies and local public bodies.

## GOVERNMENT DEPARTMENTS AND AGENCIES

### Requests Received

Manitoba government departments and agencies received a total of 1,267 requests for access to information during the period from January 1, 2009 to December 31, 2009. This is comparable to 2008, when 1,270 requests for access were received, and more typical of years prior to 2006. In 2006 and 2007, one individual submitted a large number of requests to the departments of Conservation and Water Stewardship. The majority of these access requests were withdrawn in 2009. The average number of requests between 2000 and 2009 was 1,347. *(Table 1)*

Political parties submitted 491 requests for access requests in 2009, 39% of the total number received, and up from 440 requests in 2008. Individuals made 458 applications (36%), down from 494 the previous year. Organizations submitted 232 requests (18%), down from 285 in 2008. Media representatives submitted 86 requests (7%), more than in the previous year (51). (*Table 3*)

Among the departments, Family Services and Consumer Affairs received the largest number of applications (163), followed by Labour and Immigration (148), Conservation (97) and Manitoba Health (90). *(Table 5)* Among government agencies, the largest number of applications was received by Manitoba Hydro which had 125, followed by Manitoba Public Insurance which had 51. *(Table 6)*

**Access Decisions**

There were 1,204 requests completed in 2009. A total of 40% of applicants were granted access to all the information they wanted, similar to 2008. An additional 31% were given access to some of the information requested. In 15% of the requests, the records did not exist. Eleven percent of requests were denied access to all of the information requested in 2009. Three percent of the applicants were denied access because their requests were repetitive, incomprehensible, already provided or publicly available. *(Tables 4, 5 and 6)*

*Table 7* indicates the number of applications in which each exception to access in *The Freedom of Information and Protection of Privacy Act* was applied. Protection of personal information, a mandatory exception, continued to be the most frequent reason for denying access. It was reported to have been used in responding to 258 applications in 2009, compared to 247 in 2008. The exception for third party business interests was used in 108 applications, compared to 115 in 2008. The exception for advice to a public body was reported to have been used in responding to 90 requests in 2008, similar to 89 in 2008.

**Response Time**

A total of 87% of requests received by government departments and agencies were completed within 60 days. Of this total, 68% were completed within 30 days and an additional 19% were completed within 30 – 60 days. The remaining requests were completed in more than 60 days. *(Tables 5 and 6)*

*The Freedom of Information and Protection of Privacy Act* permits a public body to extend the time for responding to a request (30 days) up to an additional 30 days in certain circumstances, including when a large number of records must be searched or when time is needed to consult with a third party or another public body before deciding on whether to grant access. The Manitoba Ombudsman may agree to an extension of more than 60 days.

## Complaints about Access Decisions

Manitoba government departments reported that the Office of the Ombudsman received 92 complaints about their responses to access requests in 2009. The departments with the largest number of access complaints were Family Services and Consumer Affairs (37), Conservation (11) and Labour and Immigration (8). Government agencies reported that 45 complaints were received by the Manitoba Ombudsman. Manitoba Hydro reported 27 complaints. *(Tables 5 and 6)*

The Manitoba Ombudsman reports annually to the Speaker of the Assembly on the performance of the duties and function of this office under *The Freedom of Information and Protection of Privacy Act.* This report is issued separately.

## Court Appeals

Family Services and Housing reported that an appeal initiated in 2007 was concluded in 2009, with the Manitoba Court of Queen's Bench upholding the department's protection of third party privacy interests. Labour and Immigration reported that an appeal filed in 2007 has been adjourned indefinitely.

## Fees

Under *The Freedom of Information and Protection of Privacy Act*, there is no fee for making an application or for the time spent by officials reviewing records to determine if any exceptions to access apply. There is also a free records search and preparation period of two hours. However, the *Access and Privacy Regulation (64/98)* does require that fees be charged for additional search and preparation time, copying, and computer programming and data processing costs. In 2009, a total of $1,406 was collected. Copying fees accounted for 40%, search and preparation fees for 32%, and computer programming fees accounted for the remainder.

Requests for general information accounted for 83% of the fees collected in 2009. *(Table 8)*

*The Freedom of Information and Protection of Privacy Act* provides that the head of a public body has the discretion to waive all or part of the fees in some situations, if requested to do so by the applicant. There were no fee waivers reported in 2009.

## Costs to Departments and Agencies

Departments and government agencies reported that responding to requests, dealing with Ombudsman's investigations and responding to appeals filed in the Court of Queen's Bench cost a total of $317,530 in 2009, up slightly from $307,591 in 2008. Responding (including search and preparation costs, computer charges and legal costs) accounted for 95% of all costs of handling applications during the year. The cost of dealing with Ombudsman's investigations amounted to 5% of the total costs. The cost of providing copies to applicants was less than 1%. *(Table 9)* The average cost of responding to a request for access to information in 2009 increased to $264, compared to $215 in 2008. (Table 10)

Responding to requests for general information cost a total of $264,835 compared to $37,151 for requests for personal information.

The costs of central administrative services provided by the Information and Privacy Policy Secretariat are not included in these figures.

## Request Topics

Following is a sample of the information requested from Manitoba government departments and agencies under *The Freedom of Information and Protection of Privacy Act* in 2009:

- Commerce

Records of meetings of the Manitoba Promotion Council; a list of Manitoba Industrial Opportunities Program loans to businesses; the amount of retail sales tax collected in 2008; projections for rail, truck and air traffic regarding the Inland Port/CentrePort project.

- Education

Advertising costs related to the rebranding campaign for the University College of the North; aggregate provincial test results and enrolment numbers; information regarding a freeze or cap on school divisions' education property taxes in 2010.

- Environment

The amount budgeted to purchase frozen fish fillets to distribute to fisherman impacted by the spring conservation closure of Lake Dauphin; the cost of producing and printing the 2009/2010 provincial park entry passes; the number of parties that have applied to the Manitoba Hybrid Vehicle Rebate for each year since the inception of the program.

- Health Administration

The number of patients transferred to Winnipeg via air ambulance from 2000 to date; studies and analysis regarding the ramifications of pandemic flu in Manitoba; the recruitment goal for the nurse recruitment mission to the Philippines; number of calls received by the Manitoba Farm Rural Stress Line in 2008.

- Law Enforcement

The number of Manitobans who were self represented litigants for each year from 2000 to 2008; a list of video games available to inmates in all correctional institutes; correspondence between the department and the Winnipeg Police Services regarding a police helicopter from 2005 to present; the number of inspections completed by Animal Protection Officers in the Office of the Chief Veterinarian.

- Personal Information

Applicant's education assistance file; records related to applicant's paramedic licence; applicant's Employment and Income Assistance file.

- Social Services

The number of Manitoba Housing Authority housing complexes or units under construction in rural Manitoba; the number of childcare spaces for children with disabilities in each year from 2005 to date; the number of child abuse reports received for children in foster care; the amount paid to hotels for children in care of Child and Family Services in 2007/08 and 2008/09.

- Workplace

A list of all registered pension funds in Manitoba; a list of employers who have registered to recruit foreign workers; Workplace Safety and Health accident report; the number of workers on the Wuskwatim project.

- Other

The number of acres of land transferred to Canada under the treaty land entitlement process for each First Nations community; the criteria used to grant funding under The Northern Healthy Foods Initiative and a list of projects considered for funding.

## Protection of Privacy

*The Freedom of Information and Protection of Privacy Act* requires that public bodies implement standards and procedures in their day-to-day management of the personal information in their custody or under their control. It covers matters such as why and how personal information may be collected, the need to maintain its accuracy and allow people to correct their own information, its storage and protection, its use by the public body, and disclosures outside the public body.

There were no requests for correction of personal information reported in 2009.

Individuals who believe that their personal information has been collected, used or disclosed in violation of the privacy protection provisions of *The Freedom of Information and Protection of Privacy Act* may complain to the Ombudsman. Departments and agencies reported fourteen complaints of privacy violations to the Ombudsman in 2009, an increase from nine in 2008. In addition, the Ombudsman's office initiated eight privacy investigations during the year.

## LOCAL PUBLIC BODIES

### Requests Received

As defined in *The Freedom of Information and Protection of Privacy Act*, local public bodies include educational bodies (school divisions, colleges and universities), health care bodies (regional health authorities and non-devolved hospitals), and local government bodies (municipalities, community councils under *The Northern Affairs Act*, conservation districts and planning districts). At the end of 2009, there were 375 local public bodies, one less than in the previous year. Municipalities accounted for more than half of all local public bodies.

Annual reports were received from 276 local public bodies, representing 74% of the total number. *(Table 11)*

A total of 1,012 requests for access to records were made to the local public bodies in 2009, compared to 1,242 in 2008. *(Table 15)* Municipalities received 322 requests, the same number as the previous year. The regional health authorities had a total of 393 requests, down from 569. School divisions reported 243 applications, an increase from 193 in 2008. The universities received 27 applications compared to 98 in 2008, while the colleges reported 1 application, down from 9 in the previous year. *(Table 11)*

The public bodies which received the largest number of applications in 2009 were: the City of Winnipeg 209 requests (21% of the total received by all local public bodies), Winnipeg Regional Health Authority 159 (16%), and the Burntwood Regional Health Authority 145 (14%). *(Tables 13 and 14)* Of the 209 applications received by the City of Winnipeg, 116 were for records of the Winnipeg Police Service and 36 were for records of the Fire Paramedic Service.

### Access Decisions

The local public bodies completed 980 requests during the year. A total of 453 applicants (46%) were granted access to all records they requested and an additional 175 (18%) were granted access to some records. In 2008, 71% of the requests were fully granted and 14% were partially granted. *(Table 15)*

The regional health authorities granted full access to the requested records to 63% of applicants and partial release to 5%. School divisions granted full release in 37% of the requests and partial release in another 20%. The universities granted full release in 23% of

the requests and partial release in 45%. Among the municipalities, full release was granted to 32% of the applicants and partial release to 32%.

When access was fully or partly denied, the exceptions most frequently cited by local public bodies were protection of third party privacy (applied in 146 applications), disclosure harmful to law enforcement or legal proceedings (36 applications), and protection of third party business interests (20 applications).

**Response Time**

Local public bodies reported that 709 of the 980 completed requests (72%) were responded to within 30 days. There were 156 (16%) handled within 60 days and 115 which required more than 60 days. School divisions responded to 59% of their requests within 30 days and municipalities handled 89% of their applications within this time period. In 2008, 89% of the requests were completed within 30 days and 10% within 60 days. *(Tables 11 and 15)*

**Complaints to Ombudsman**

Information about complaints to the Ombudsman regarding the performance of local public bodies under *The Freedom of Information and Protection of Privacy Act* is provided in the Annual Report of that Office.

**Fees**

Nine local public bodies charged fees totaling $489 in accordance with the *Access and Privacy Regulation (64/98)*. The City of Winnipeg reported the largest amount of search and preparation fees and copying charges ($303), followed by the Rural Municipality of Alexander which reported a total of $100 in search and preparation and copying charges.

**Protection of Privacy**

Local public bodies reported that they did not receive any requests for correction of personal information in 2009.

## CENTRAL ADMINISTRATION

The Information and Privacy Policy Secretariat, Manitoba Culture, Heritage, and Tourism, is responsible for central administration and coordination of *The Freedom of Information and Protection of Privacy Act*. The Secretariat provides procedural advice to Access and Privacy Coordinators and Officers in government departments and agencies, and local public bodies. It also assists members of the public who wish to make applications for access to information held by public bodies, and compiles statistics on the use of the Act.

In 2009, the Information and Privacy Policy Secretariat continued to help departments assess their personal information management practices and integrate privacy protection measures into their business processes.

The Information and Privacy Policy Secretariat is responsible for training employees of departments, government agencies and local public bodies on how to respond to access requests and implement privacy protection under *The Freedom of Information and Protection of Privacy Act.* Regular meetings are held with Access and Privacy Coordinators of departments and agencies to exchange information concerning best practices and emerging issues. Presentations on *The Freedom of Information and Protection of Privacy Act* are provided to local public bodies upon request.

### 2009 Activities and Highlights

- Responded to more than 880 inquiries directed at the FIPPA help desk.
- Began routinely disclosing a listing of FIPPA applications received by government departments each week on the FIPPA website.
- Engaged in privacy consultations with more than 14 departmental projects and programs.
- Actively participated on a number of working groups related to information management, privacy, and service transformation.
- Provided information sessions to more than 250 employees from government and local public bodies on access to information and protection of privacy.
- Collected statistics from departments and local public bodies to produce the FIPPA Annual Report.

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**Table 1**
**Requests Received and Completed under FIPPA (2000-2009)**

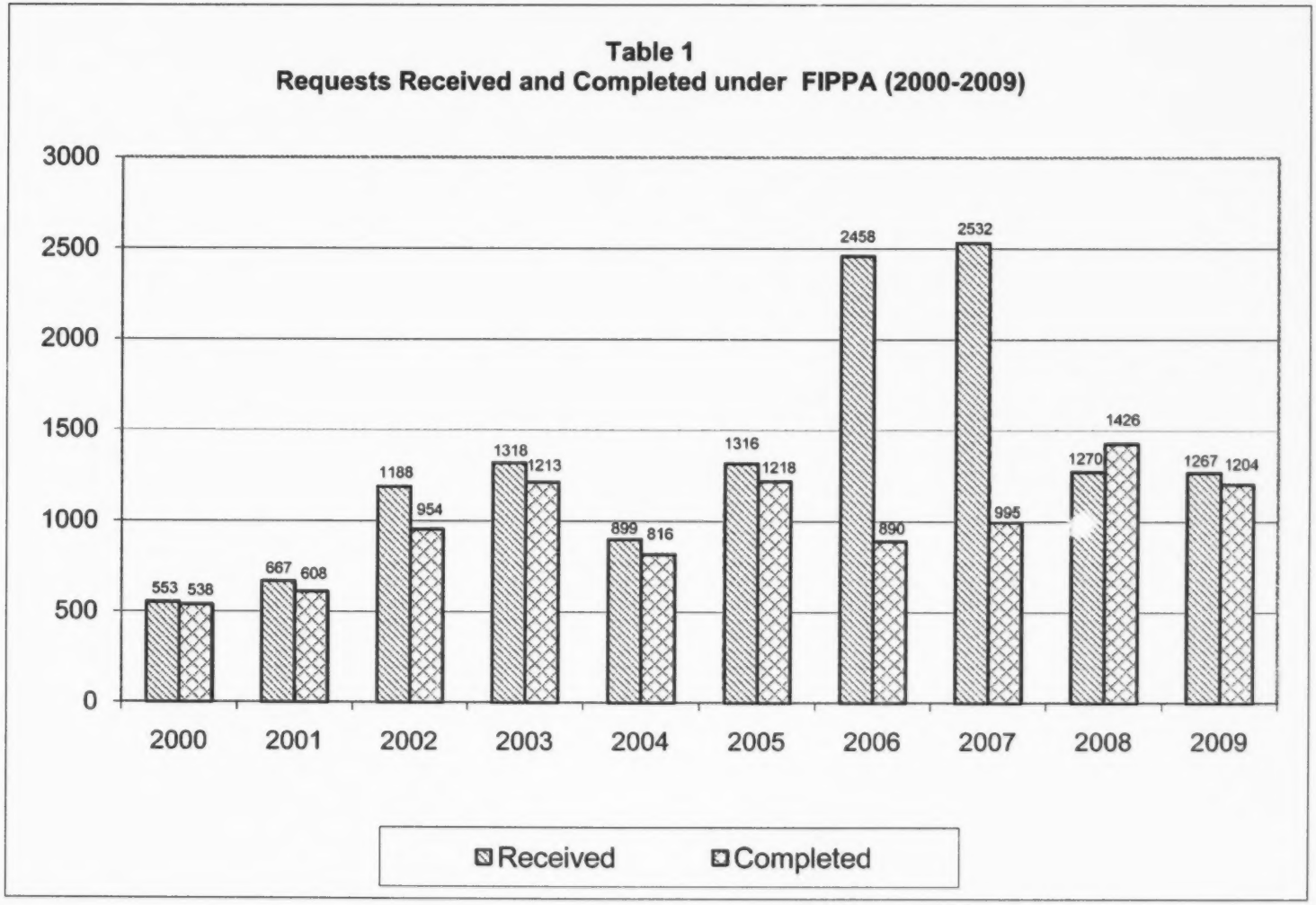


**Table 2**
**Personal/General Distribution of Requests under FIPPA (2000-2009)**

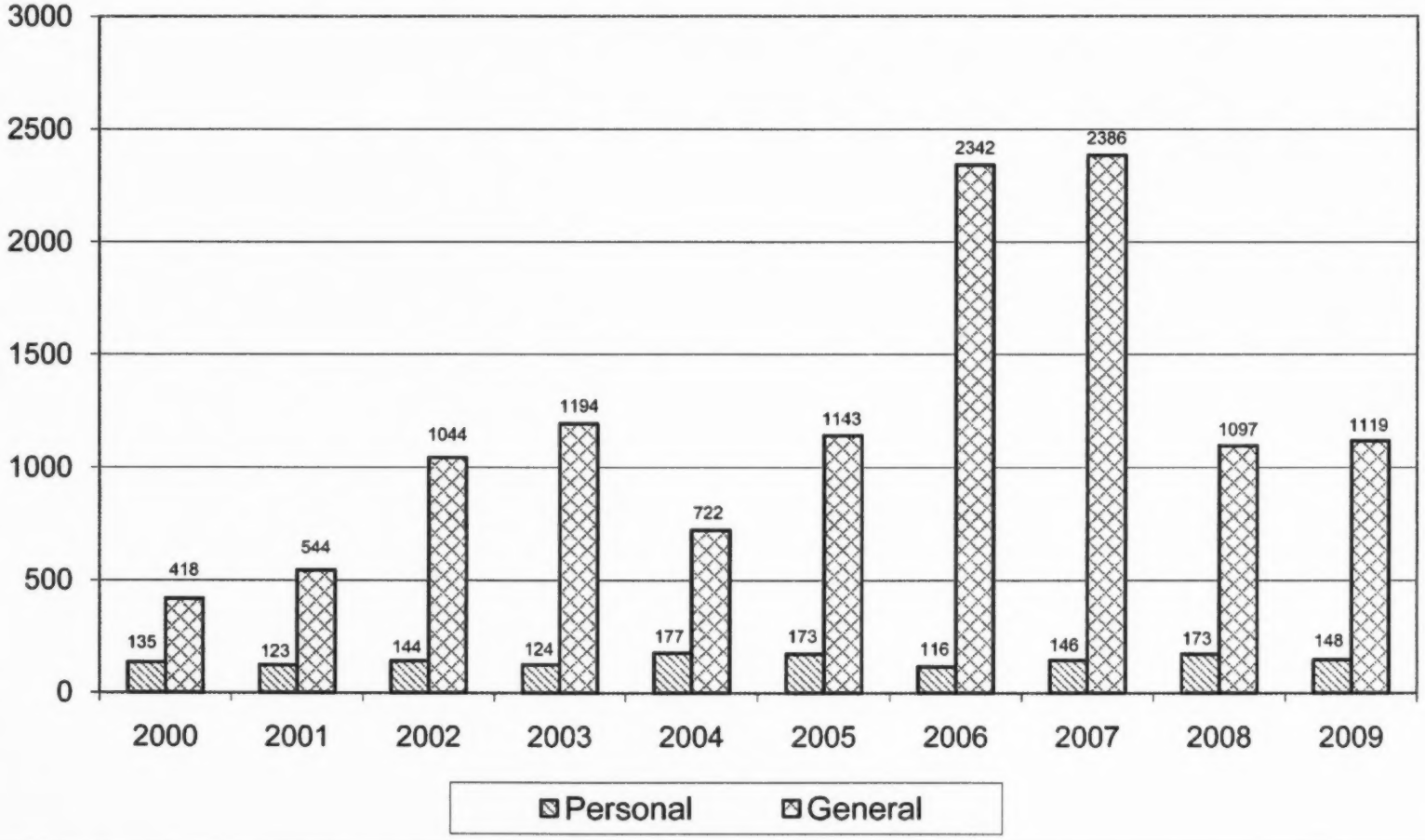


**Table 3**
**Types of Applicants FIPPA (2004-2009)**

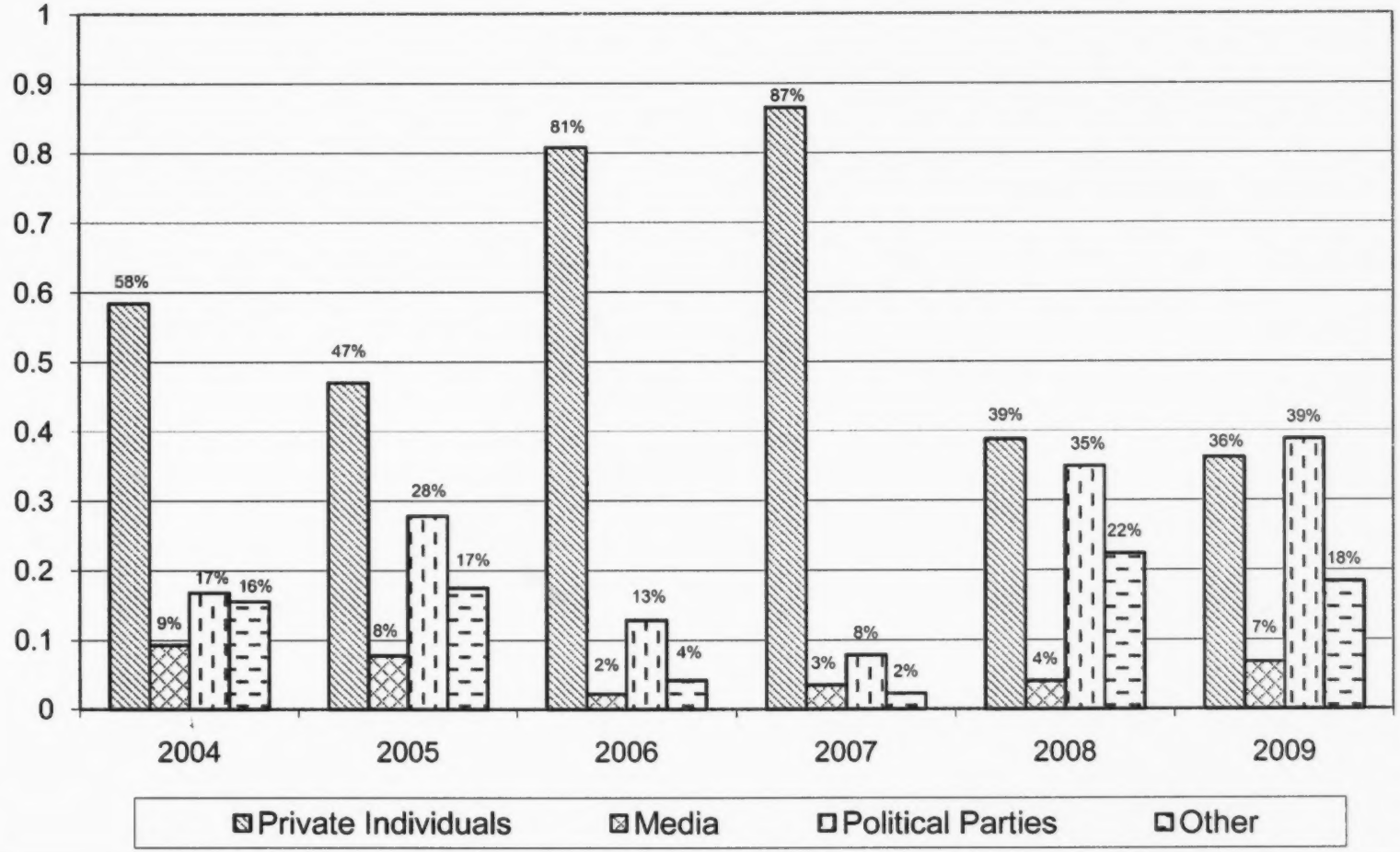
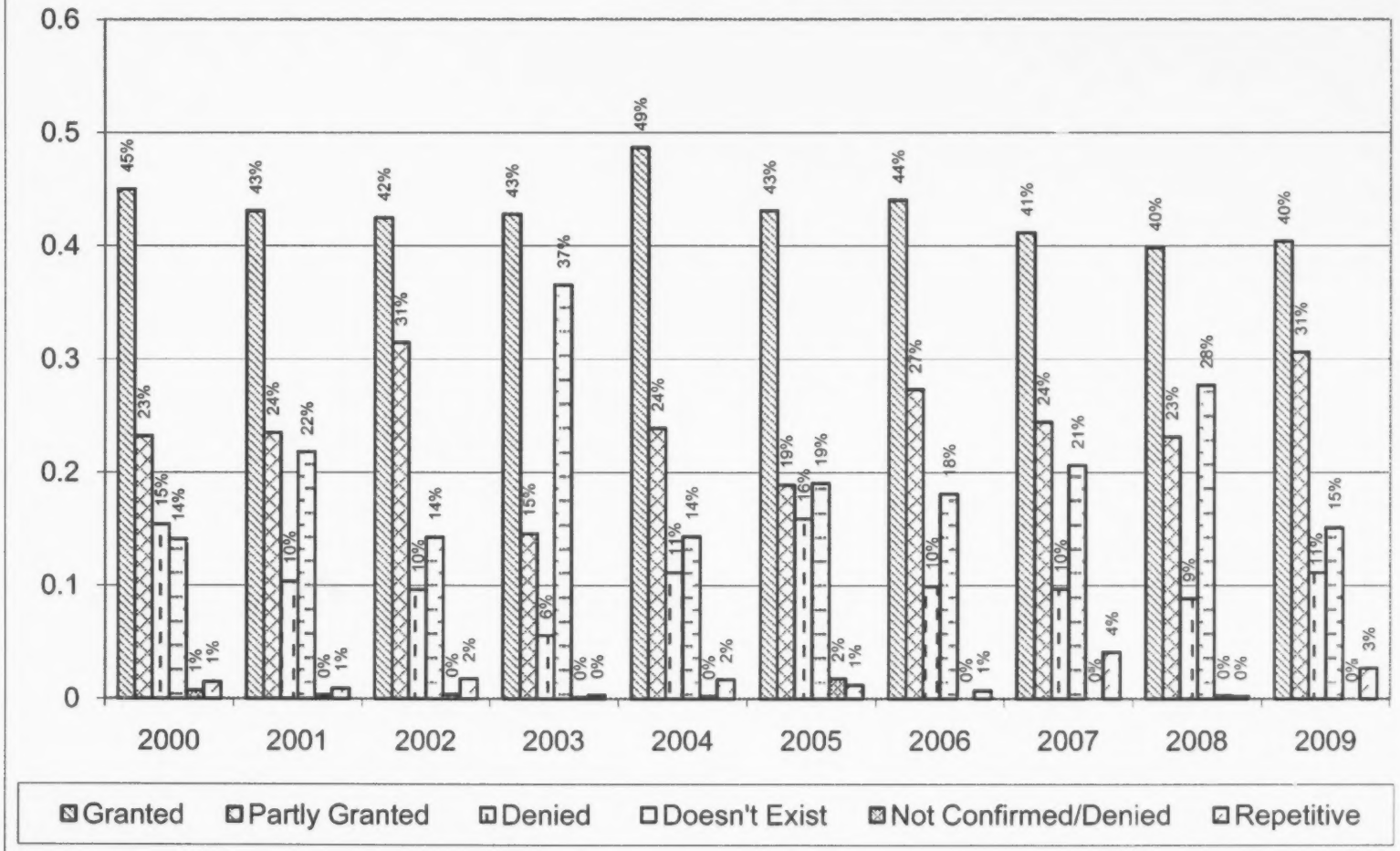


**Table 4**
**Access Decisions under FIPPA (2000-2009)**



## Table 5

## Requests Received by Departments in 2009

| DEPARTMENTS | REQUESTS | | | | | ACCESS DECISIONS | | | | | | RESPONSE TIME | | | COMPLAINTS | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Rec'd | Brought From 2008 | Withdrawn or Abandoned | Carried to 2010 | Completed | Granted in Full or in Part | | Denied | Doesn't Exist | Not Confirmed or Denied | Repetitive | Within 30 days | Within 60 days | More than 60 days | Ombudsman (Access Only) | Court |
| | | | | | | Granted | Partly Granted | | | | | | | | | |
| Aboriginal and Northern Affairs* | 22 | | 2 | 10 | 10 | 10 | | | | | | 6 | 1 | | 1 | |
| Advanced Education & Literacy | 12 | | 1 | 3 | 8 | 4 | 3 | 1 | | | | 8 | | | 1 | |
| Agriculture, Food and Rural Initiatives | 17 | | | 7 | 10 | 3 | 3 | 2 | | | | 6 | 2 | 2 | 3 | |
| Civil Service Commission | 14 | | 1 | | 13 | 5 | 7 | 1 | | | | 13 | | | | |
| Competitiveness, Training & Trade* / Entrepreneurship, Training and Trade** | 81 | 9 | 2 | 7 | 75 | 31 | 24 | 10 | 8 | | 2 | 62 | 13 | | 7 | |
| Conservation | 97 | 2580 | 2570 | 5 | 102 | 45 | 34 | 7 | 16 | | | 69 | 13 | 20 | 11 | |
| Culture, Heritage, Tourism, and Sport* / Culture, Heritage and Tourism** | 6 | | 1 | 2 | 3 | 2 | | | | | 1 | 3 | | | 1 | |
| Education, Citizenship and Youth* / Education** | 25 | | 1 | 3 | 21 | 9 | 7 | 2 | 3 | | | 12 | 9 | | | |
| Executive Council | 10 | | 9 | | 1 | 1 | | 1 | 1 | | | 1 | | | 1 | |
| Family Services and Housing* / Family Services and Consumer Affairs** | 163 | 37 | 12 | 7 | 181 | 68 | 51 | 29 | 32 | | 1 | 76 | 45 | 60 | 37 | |
| Finance | 62 | 2 | 10 | 3 | 51 | 17 | 21 | 7 | 6 | | | 47 | 4 | | 3 | |
| Health and Healthy Living* / Health** | 90 | 9 | 22 | 2 | 75 | 33 | 24 | 5 | 11 | | 2 | 47 | 26 | 2 | 6 | |
| Healthy Living, Youth and Seniors** | 2 | | 1 | 1 | 0 | | | | | | | | | | | |
| Housing and Community Development** | 1 | | | 1 | 0 | | | | | | | | | | | |
| Infrastructure & Transportation | 44 | 1 | 2 | 4 | 39 | 23 | 5 | 6 | 2 | | 2 | 30 | 9 | | 2 | |
| Intergovernmental Affairs* / Local Government** | 14 | | | 2 | 12 | 4 | 2 | | 5 | | 1 | 11 | 1 | | 2 | |
| Justice | 89 | 1 | 7 | | 83 | 3 | 32 | 6 | 20 | | 2 | 81 | 2 | | 3 | |
| Labour and Immigration | 148 | 9 | 39 | 10 | 108 | 31 | 36 | 21 | 20 | | | 94 | 12 | 2 | 8 | |
| Science, Technology, Energy & Mines* / Innovation, Energy and Mines** | 27 | 1 | 2 | 2 | 24 | 14 | 5 | 3 | 2 | | | 21 | 3 | | 2 | |
| Water Stewardship | 25 | 226 | 194 | 2 | 55 | 19 | 16 | 2 | 18 | | | 18 | 6 | 31 | 3 | |
| TOTAL | 945 | 2869 | 2874 | 63 | 877 | 327 | 290 | 103 | 145 | 0 | 12 | 614 | 148 | 117 | 92 | 0 |

* These departments functioned until November 2009.

** These departments were formed in November 2009.

## Table 6

## Requests Received by Government Agencies in 2009

| CROWN AGENCY | REQUESTS | | | | | ACCESS DECISIONS | | | | | | RESPONSE TIME | | | COMPLAINTS | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Rec'd | Brought From 2008 | Withdrawn or Abandoned | Carried to 2010 | Completed | Granted in Full or in Part | | Denied | Doesn't Exist | Not Confirmed or Denied | Repetitive | Within 30 days | Within 60 days | More than 60 days | Ombudsman (Access Only) | Court |
| | | | | | | Granted | Partly Granted | | | | | | | | | |
| Addictions Foundation of Manitoba | 5 | | 1 | | 4 | 4 | | | | | | 4 | | | | |
| Communities Economic Development Fund | 19 | | | | 19 | | 9 | 10 | | | | 19 | | | | |
| Healthy Child Manitoba | 1 | | | | 1 | 1 | | | | | | | | 1 | | |
| Legal Aid Manitoba | 1 | | | | 1 | 1 | | | | | | 1 | | | | |
| Manitoba Agricultural Services Corporation | 1 | | 1 | | 0 | | | | | | | | | | | |
| Manitoba Floodway Expansion Authority | 7 | | | | 7 | 6 | | 1 | | | | 5 | 2 | | 2 | |
| Manitoba Housing and Renewal Corporation | 3 | 2 | | | 5 | 3 | 1 | 1 | | | | | 1 | 4 | | |
| Manitoba Housing Authority | 25 | 2 | 4 | 6 | 17 | 13 | 4 | | | | | 3 | 7 | 7 | | |
| Manitoba Human Rights Commission | 25 | | | | 25 | 5 | 10 | 3 | 7 | | | 23 | 2 | | 3 | |
| Manitoba Hydro | 125 | 18 | 5 | 15 | 123 | 63 | 26 | 6 | 17 | | 11 | 43 | 66 | 14 | 27 | |
| Manitoba Liquor Control Commission | 11 | | | | 11 | 3 | 6 | | 2 | | | 11 | | | | |
| Manitoba Lotteries Corporation | 8 | 1 | | | 9 | 5 | 1 | 1 | 2 | | | 8 | 1 | | 2 | |
| Manitoba Public Insurance | 51 | 16 | 2 | | 65 | 32 | 12 | 5 | 3 | | 9 | 46 | 7 | 12 | 10 | |
| Travel Manitoba | 1 | | | | 1 | 1 | | | | | | 1 | | | | |
| Workers Compensation Board of Manitoba | 39 | 1 | 1 | | 39 | 23 | 9 | 0 | 6 | | 1 | 39 | | | 1 | |
| TOTAL | 322 | 40 | 14 | 21 | 327 | 160 | 78 | 31 | 37 | 0 | 21 | 203 | 86 | 38 | 45 | 0 |
| TOTALS OF TABLES 5 AND 6 (Government departments and agencies) | 1267 | 2909 | 2888 | 84 | 1204 | 487 | 368 | 134 | 182 | 0 | 33 | 817 | 232 | 155 | 137 | 0 |

No applications were received by: Le Centre culturel franco-manitobain, Credit Union Deposit Guarantee Corporation, Crown Corporations Council, La Société d'Assurance-Dépôts des Caisses Populaires, Manitoba Arts Council, Manitoba Boxing Commission, Manitoba Cattle Enhancement Council, Manitoba Centennial Centre Corporation, Manitoba Development Corporation, Manitoba Gaming Control Commission, Manitoba Seniors and Healthy Aging Secretariat.

Leaf Rapids Town Properties Limited received 1 application which was responded by the Department of Infrastructure and Transportation.

Status of Women received 1 application which was responded by the Department of Labour and Immigration.

## Table 7
## Reasons for Denial of Access under FIPPA in 2008 and 2009

| EXCEPTIONS TO DISCLOSURES | FIPPA SECTION NUMBER | NUMBER OF REQUESTS IN WHICH THE EXCEPTION WAS APPLIED | |
|---|---|---|---|
| | | 2009 | 2008 |
| **MANDATORY** | | | |
| Third party's privacy | 17 | 258 | 247 |
| Third party's business interests | 18 | 108 | 115 |
| Cabinet confidences | 19 | 46 | 17 |
| Information provided in confidence by another government | 20 | 21 | 9 |
| **DISCRETIONARY** | | | |
| Harmful to relations between Manitoba and other governments | 21 | 15 | 9 |
| Local public body confidences | 22 | 1 | 0 |
| Advice to public body | 23 | 90 | 89 |
| Harmful to individual or public safety | 24 | 13 | 4 |
| Harmful to law enforcement or legal proceedings | 25 | 46 | 25 |
| Harmful to security of property | 26 | 14 | 52 |
| Solicitor - client privilege | 27 | 20 | 28 |
| Harmful to economic and other interests of a public body | 28 | 18 | 5 |
| Testing procedures, tests and audits | 29 | 2 | 0 |
| Confidential evaluations about applicant | 30 | 0 | 1 |
| Preservation of heritage resources and life forms | 31 | 1 | 0 |
| Information that is or will be available to the public | 32 | 11 | 26 |

**Table 8**
**Fees Collected under FIPPA (2002-2009)**

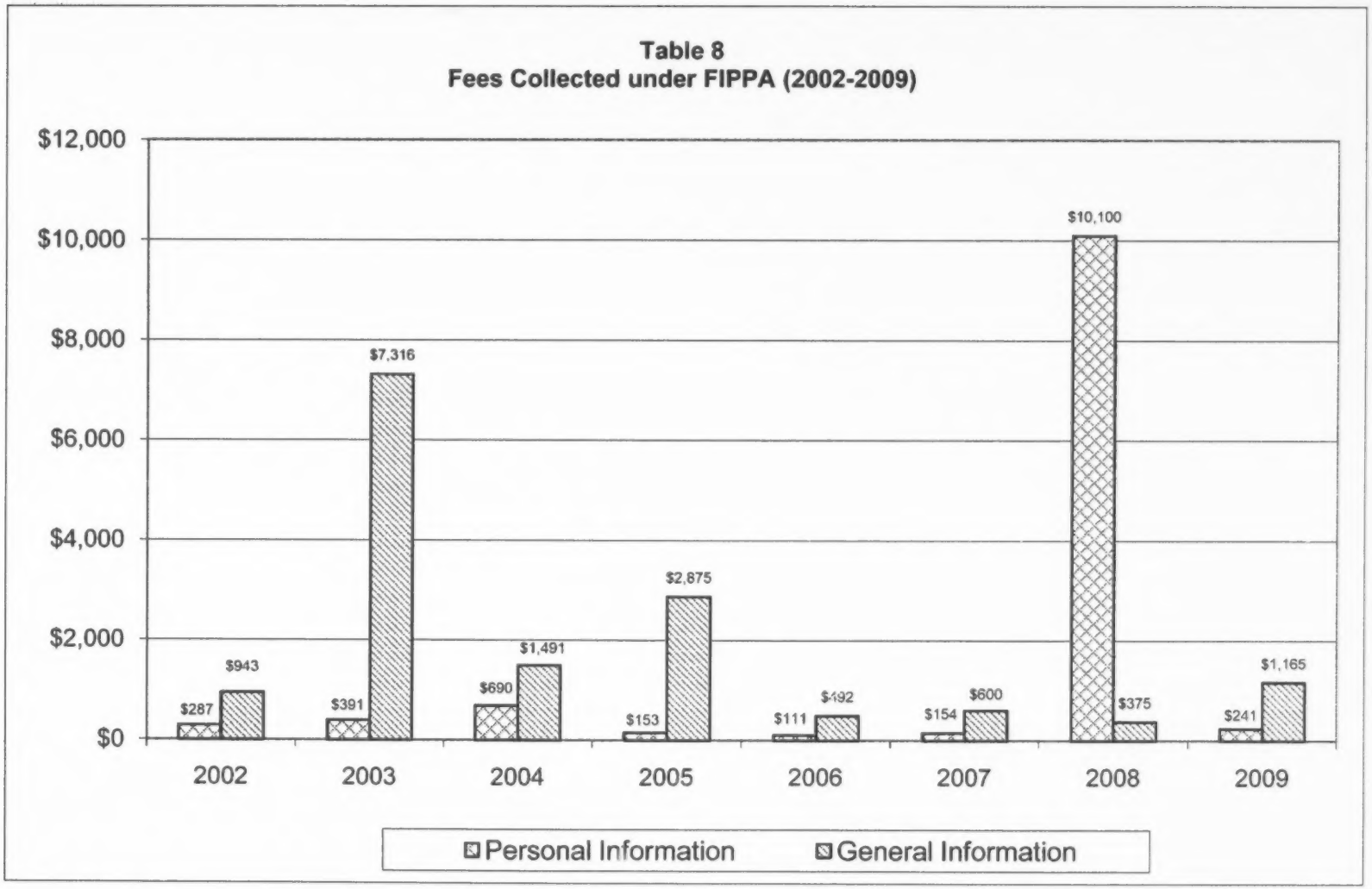


**Table 9**
**Reported Costs of Responding to Requests under FIPPA (2000-2009)**

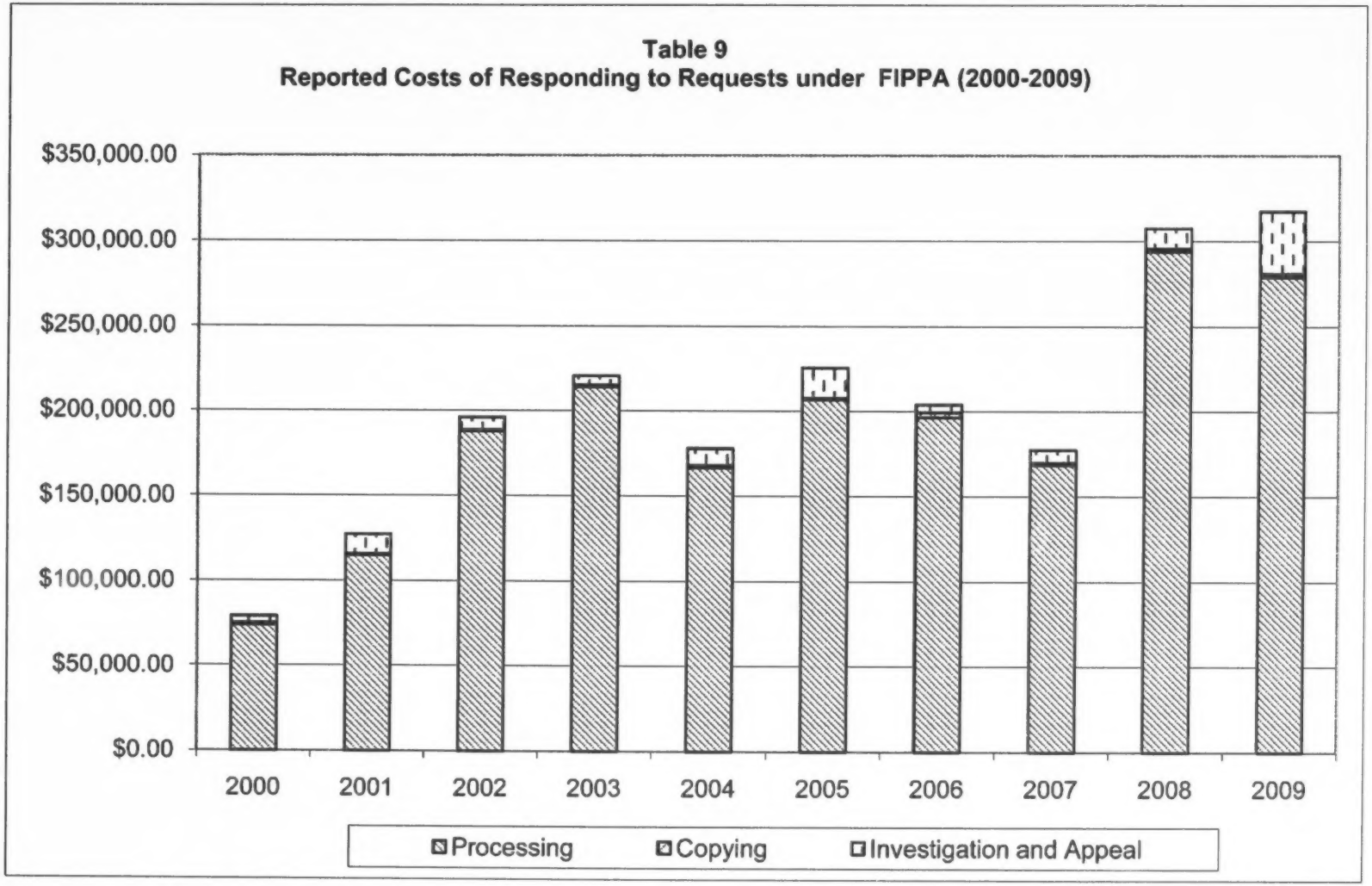
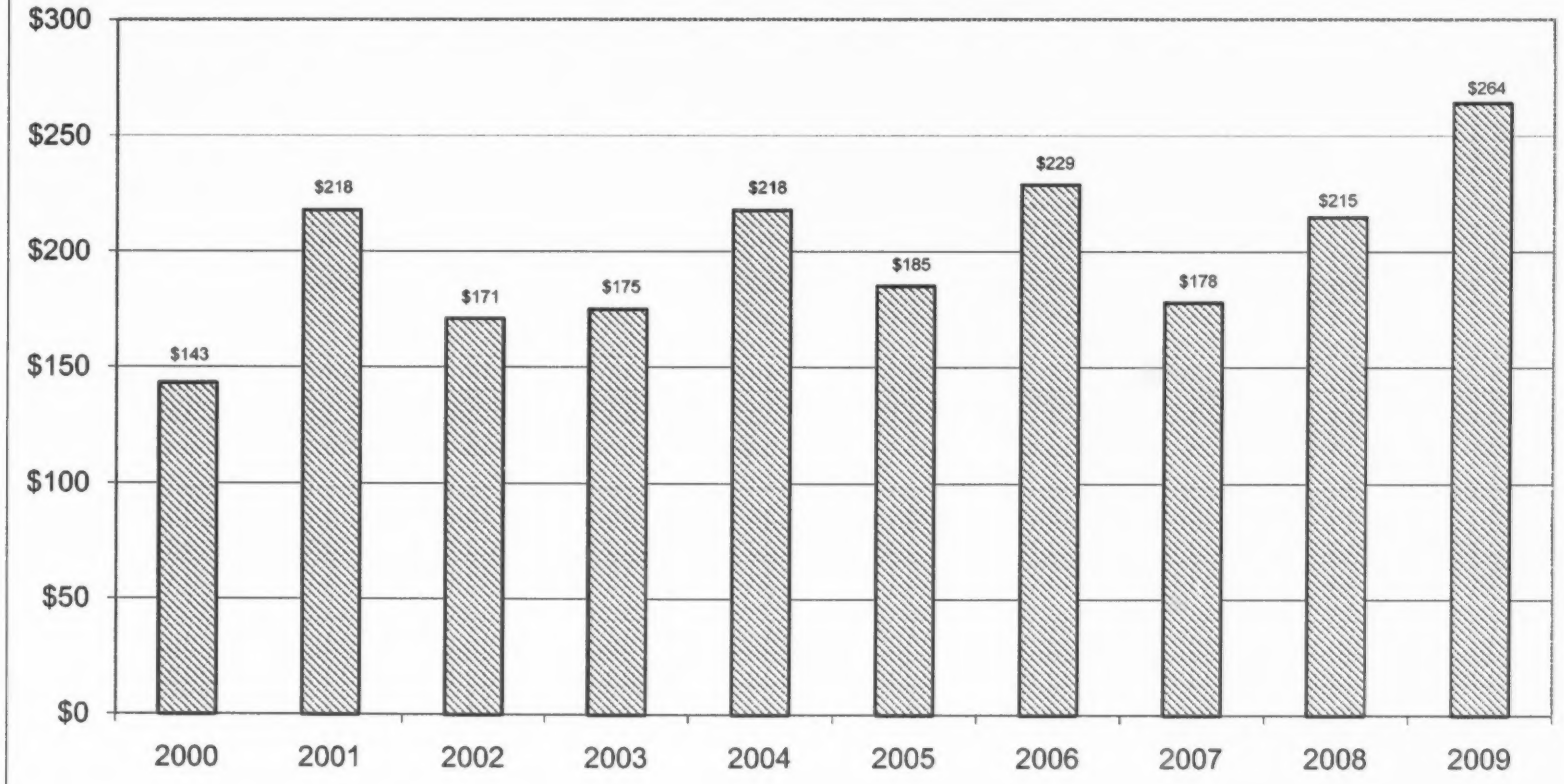


**Table 10**
**Average Costs of Responding to Requests under FIPPA (2000-2009)**



## Table 11
## Local Public Bodies' Experience under FIPPA in 2009

| TYPE OF LOCAL PUBLIC BODY | TOTAL NUMBER OF BODIES | NUMBER THAT REPORTED | NUMBER THAT RECEIVED REQUESTS | NUMBER OF REQUESTS RECEIVED | NUMBER OF REQUESTS COMPLETED* | REQUESTS FULLY GRANTED** | REQUESTS PARTLY GRANTED** | RESPONSE IN 30 DAYS** |
|---|---|---|---|---|---|---|---|---|
| **Educational Bodies** | | | | | | | | |
| School Divisions | 37 | 34 | 33 | 243 | 241 | 89 | 47 | 142 |
| Colleges | 3 | 3 | 1 | 1 | 1 | 0 | 0 | 1 |
| Universities | 4 | 4 | 3 | 27 | 22 | 5 | 10 | 19 |
| **Health Care Bodies** | | | | | | | | |
| Regional Health Authorities | 12 | 10 | 10 | 393 | 388 | 245 | 18 | 253 |
| Hospitals | 17 | 14 | 8 | 22 | 21 | 17 | 1 | 20 |
| **Local Government Bodies** | | | | | | | | |
| Municipalities | 199 | 158 | 22 | 325 | 306 | 97 | 98 | 273 |
| Community Councils | 40 | 13 | 0 | 0 | 0 | 0 | 0 | 0 |
| Planning Districts | 45 | 24 | 1 | 1 | 1 | 0 | 1 | 1 |
| Conservation Districts | 18 | 16 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | |
| **Total** | 375 | 276 | 78 | 1012 | 980 | 453 | 175 | 709 |

* Includes requests received in 2008 and completed in 2009.
** Percentage is of the number completed (not the number received).

## Table 12

## Requests Received or Completed by Educational Bodies in 2009*

| EDUCATIONAL BODIES | REQUESTS | | | | ACCESS DECISIONS | | | | | | RESPONSE TIME | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Received | Brought From 2008 | Carried To 2010 | Withdrawn / Abandoned | Granted | Partly Granted | Denied | Doesn't Exist | Not Confirmed or Denied | Repetitive | Within 30 days | Within 60 days | More than 60 days |
| Beautiful Plains School Division | 7 | | | | 1 | 2 | 1 | 3 | | | 7 | | |
| Border Land School Division | 7 | | | 1 | 2 | 1 | 2 | 1 | | | 6 | | |
| Brandon School Division | 7 | | | | | 7 | | | | | | 7 | |
| Division scolaire franco-manitobaine | 7 | | | | | 4 | 1 | 2 | | | | 7 | |
| Evergreen School Division | 7 | | | | 2 | | 1 | 4 | | | 7 | | |
| Flin Flon School Division | 7 | | | | | 7 | | | | | | 7 | |
| Fort La Bosse School Division | 7 | | | | | | | 7 | | | 7 | | |
| Frontier School Division | 7 | | | | 7 | | | | | | | 7 | |
| Garden Valley School Division | 9 | | | | 4 | | 1 | 4 | | | 8 | 1 | |
| Hanover School Division | 7 | | | | 1 | 3 | 2 | 1 | | | | 7 | |
| Interlake School Division | 7 | | | | | 1 | 1 | | 5 | | 7 | | |
| Kelsey School Division | 7 | | | | 7 | | | | | | | | 7 |
| Lord Selkirk School Division | 7 | | | | 7 | | | | | | 7 | | |
| Louis Riel School Division | 7 | | | | 4 | | 2 | 1 | | | | 7 | |
| Mystery Lake School Division | 1 | | | | | 1 | | | | | | | 1 |
| Park West School Division | 7 | | | | 2 | 3 | | 2 | | | 7 | | |
| Pembina Trails School Division | 9 | | | | 2 | 4 | 1 | 2 | | | 8 | | 1 |
| Pine Creek School Division | 7 | | | | 1 | 1 | 1 | 4 | | | 7 | | |
| Portage la Prairie School Division | 9 | | | | 2 | 2 | 2 | 3 | | | 8 | 1 | |
| Prairie Rose School Division | 7 | 2 | | | 3 | 2 | 1 | 3 | | | 7 | 2 | |
| Prairie Spirit School Division | 1 | | | | | | | 1 | | | | 1 | |
| Red River Valley School Division | 10 | | | 1 | 5 | | 3 | 1 | | | 9 | | |
| River East Transcona School Division | 8 | | | | 3 | 2 | | 2 | 1 | | 4 | 4 | |
| Rolling River School Division | 7 | | | | 3 | | 2 | 2 | | | 7 | | |
| Seine River School Division | 7 | | | | 2 | 1 | 2 | 2 | | | 7 | | |
| Seven Oaks School Division | 8 | | | | 8 | | | | | | 1 | 7 | |
| Southwest Horizon School Division | 7 | | | | | 1 | | 6 | | | | | 7 |
| St. James Assiniboia School Division | 24 | 7 | 9 | | 11 | 2 | 2 | 7 | | | 5 | 8 | 9 |
| Sunrise School Division | 8 | | | | 7 | | | 1 | | | 8 | | |
| Swan Valley School Division | 7 | | | | 2 | | 2 | 3 | | | 7 | | |
| Turtle Mountain School Division | 7 | | | | | 1 | 2 | 4 | | | 7 | | |
| Western School Division | 7 | | | | 2 | 1 | 2 | 2 | | | | 7 | |
| Winnipeg School Division | 2 | | | | 1 | 1 | | | | | 1 | 1 | |
| Red River College | 1 | | | | | | 1 | | 0 | | 1 | | |
| University College of the North | 1 | | | | 1 | | | | | | 1 | | |
| University of Manitoba | 22 | 1 | 1 | 4 | 3 | 9 | 4 | 1 | | 1 | 16 | 2 | 0 |
| University of Winnipeg | 4 | 2 | 1 | 2 | 1 | 1 | 1 | | | | 2 | | 1 |
| **TOTAL** | **271** | **12** | **11** | **8** | **94** | **57** | **37** | **69** | **6** | **1** | **162** | **76** | **26** |

* This table lists only the educational bodies which reported receiving or completing requests in 2009.

## Table 13

## Requests Received or Completed by Health Care Bodies in 2009*

| HEALTH CARE BODIES | REQUESTS | | | | ACCESS DECISIONS | | | | | | RESPONSE TIME | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Received | Brought From 2008 | Carried To 2010 | Withdrawn/ Abandoned | Granted | Partly Granted | Denied | Doesn't Exist | Not Confirmed or Denied | Repetitive | Within 30 days | Within 60 days | More than 60 days |
| Assiniboine Regional Health Authority | 9 | | | 1 | 8 | | | | | | 8 | | |
| Brandon Regional Health Authority | 15 | 1 | 1 | | 15 | | | | | | 14 | 1 | |
| Burntwood Regional Health Authority | 145 | | | | 49 | 5 | 88 | 3 | | | 42 | 21 | 82 |
| Churchill Regional Health Authority | 5 | 1 | | | 4 | | | 2 | | | 4 | 2 | |
| Interlake Regional Health Authority | 10 | | | | 9 | 1 | | | | | 9 | 1 | |
| NOR-MAN Regional Health Authority | 10 | | | | 10 | | | | | | 10 | | |
| North Eastman Health Association | 8 | | | | 8 | | | | | | 4 | 4 | |
| Parkland Regional Health Authority | 7 | 1 | | | 8 | | | | | | 6 | 2 | |
| Regional Health Authority - Central Manitoba | 17 | 1 | | | 16 | | 1 | 1 | | | 17 | 1 | |
| South Eastman Health/Sante Sud-Est | 8 | 1 | 1 | | 8 | | | | | | 7 | 1 | |
| Winnipeg Regional Health Authority | 159 | 6 | 1 | 12 | 110 | 12 | 14 | 14 | | 2 | 132 | 17 | 3 |
| **Sub-total** | **393** | **11** | **3** | **13** | **245** | **18** | **103** | **20** | **0** | **2** | **253** | **50** | **85** |
| CancerCare Manitoba | 2 | 1 | | | 3 | | | | | | 3 | | |
| Concordia Hospital | 1 | | | | 1 | | | | | | 1 | | |
| Diagnostic Services of Manitoba Inc. | 6 | | 2 | | 3 | 1 | | | | | 4 | | |
| McCreary/Alonsa Health Centre | 6 | | | 1 | 4 | | | 1 | | | 5 | | |
| Misericordia Health Centre | 1 | | | | 1 | | | | | | 1 | | |
| Riveview Health Centre | 1 | | | | 1 | | | | | | 1 | | |
| St. Boniface General Hospital | 1 | 1 | | | 1 | | 1 | | | | 2 | | |
| Victoria General Hospital | 4 | | | | 3 | | | 1 | | | 3 | 1 | |
| **Sub-total** | **22** | **2** | **2** | **1** | **17** | **1** | **1** | **2** | **0** | **0** | **20** | **1** | **0** |
| **TOTAL** | **415** | **13** | **5** | **14** | **262** | **19** | **104** | **22** | **0** | **2** | **273** | **51** | **85** |

* This table lists only the health care bodies which reported receiving or completing requests in 2009.

## Table 14

## Requests Received or Completed by Local Government Bodies in 2009*

| LOCAL GOVERNMENT BODIES | REQUESTS | | | | ACCESS DECISIONS | | | | | | RESPONSE TIME | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Received | Brought From 2008 | Carried To 2010 | Withdrawn/ Abandoned | Granted | Partly Granted | Denied | Doesn't Exist | Not Confirmed or Denied | Repetitive | Within 30 days | Within 60 days | More than 60 days |
| Alexander, R.M. | 9 | | | | 6 | | | 3 | | | 7 | 2 | |
| Archie, R.M. of | 1 | | | | | 1 | | | | | 1 | | |
| Brandon, City of | 3 | | | | 1 | | 2 | | | | 2 | 1 | |
| Brokenhead, R.M. of | 3 | | | | 3 | | | | | | 3 | | |
| East St. Paul, R.M. of | 1 | | | | 1 | | | | | | 1 | | |
| Ethelbert, R.M. of | 1 | | | | 1 | | | | | | 1 | | |
| Gimli, R.M. of | 3 | | | | 2 | | 1 | | | | 3 | | |
| Grandview, Town of | 2 | | | | 2 | | | | | | 2 | | |
| Grey, R.M. of | 1 | | | | 1 | | | | | | 1 | | |
| Lac du Bonnet Planning District | 1 | | | | | 1 | | | | | 1 | | |
| Lac du Bonnet, R.M. of | 4 | | 1 | | 3 | | | | | | 3 | | |
| Lac du Bonnet, Town of | 11 | | | | 11 | | | | | | 11 | | |
| Piney, R.M. of | 3 | | | | | | | 3 | | | 3 | | |
| Powerview - Pine Falls, Town | 7 | | | 1 | 4 | | 1 | 1 | | | 5 | 1 | |
| Rockwood, R.M. of | 3 | | | | 1 | | 1 | 1 | | | 3 | | |
| Springfield, R.M. of | 5 | | | 3 | 2 | | | | | | 1 | | 1 |
| St. Andrews, R.M. of | 1 | | | | 1 | | | | | | 1 | | |
| St. Pierre-Jolys, Village of | 1 | | | | 1 | | | | | | 1 | | |
| Ste. Anne, Town of | 48 | | | | 9 | 14 | 7 | 23 | | 1 | 48 | | |
| Steinbach, City of | 1 | | | | 1 | | | | | | | 1 | |
| Wallace, R.M. of | 4 | | | | 3 | 1 | | | | | | 4 | |
| Whitemouth, City of | 4 | | | | 4 | | | | | | 4 | | |
| Winnipeg, City of | 209 | 12 | 17 | 9 | 46 | 82 | 37 | 19 | 4 | 7 | 172 | 20 | 3 |
| **TOTAL** | **326** | **12** | **18** | **13** | **97** | **99** | **49** | **50** | **4** | **8** | **274** | **29** | **4** |

* This table lists only the local government bodies which reported receiving or completing requests in 2009.

## Table 15
## Local Public Bodies Comparative Yearly Experience 2006 - 2009

| | 2006 | 2007 | 2008 | 2009 |
|---|---|---|---|---|
| Requests Received | 761 | 792 | 1242 | 1012 |
| Requests Completed | 738 | 714 | 1192 | 980 |
| Requests Fully Granted | 419 | 334 | 845 | 453 |
| Requests Partly Granted | 166 | 30 | 168 | 175 |
| Requests Denied* | 37 | 40 | 55 | 190 |
| Responses Within 30 Days | 659 | 661 | 1061 | 703 |
| Responses Within 30 - 60 Days | 71 | 39 | 123 | 156 |

* There were also some requests for records that did not exist; that were repetitive, incomprehensible or already provided to the applicant; or in which the local public body refused to confirm or deny the existence of records for reasons related to individual or public safety, law enforcement or protection of third party privacy.